

County of Maui Local Area Plan
Title I – Workforce Investment Act
And
Wagner-Peyser Act

July 1, 2013 – June 30, 2017

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**County of Maui Local Area Plan
Title I – Workforce Investment Act and the Wagner-Peyser Act**

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Local Plan Certification Signatures

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This plan represents the County of Maui Local Workforce Investment Board's efforts to maximize and coordinate resources available under Title I of the Workforce Investment Act (WIA) of 1998. It is submitted for the period of July 1, 2013 – June 30, 2017 with the assurance that we will operate our Workforce Investment Act and Wagner-Peyser programs in accordance with this plan and applicable federal and state laws and regulations.

Chair of Maui County
Workforce Investment Board

Mayor of Maui County

Leslie Wilkins
Name (printed or typed)

Alan Arakawa
Name (printed or typed)

Date

Date

State Vision and Goals

The activities in this 2012-2017 WIA Hawaii State Plan begin with the strategic vision of the Governor. The Governor's "New Day Plan" has three overarching strategies—Growing a Sustainable Economy, Investing in People, and Transforming Government.

- **A Sustainable Economy** includes initiatives in renewable energy; sustainable agriculture; and tourism efforts that focus on culture and the arts, and creative industries.
- **Investing in People** focuses on aligning education and workforce development, and includes: increasing the number of native Hawaiians and other underrepresented groups in higher education enrollment and completion; raising graduation standards for public schools to better prepare students for a more competitive society; and to better use funding to meet current and future employer needs. Healthcare Transformation is a major part of the Governor's plan to move Hawaii forward, and the transformation begins with ensuring an adequate number of high-skilled healthcare workers for all areas in Hawaii.
- **Transforming Government** began with the appointment of the state's first chief information officer, Sanjeev "Sonny" Bhagowalia. A statewide plan to update all technology and systems in the executive branch will help to reduce costs, eliminate redundancies, better meet customer/taxpayer needs, and foster innovation.

County of Maui Local Area Plan
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Section I - Strategic Plan

A. Assessment of Labor and Economic Market Needs

1. Identify the workforce investment needs of businesses, job seekers and workers in your local area. Include a description of the demographics of the county e.g. ethnic, racial, linguistic, older persons and individuals with disabilities? [WIA Section 118(b)(1)(A); Title 20 Code of Federal Regulations (CFR) § 661.350(a)(1)]

As Maui County continues to move forward during the current economic downturn, the need for businesses, job seekers and workers remain unchanged. Businesses continue to seek workers with the job-specific skills necessary to fill their voids. Job seekers and workers continue to seek employment opportunities and have been encouraged to participate in trainings in other fields to make them more employable. The University of Hawaii Maui College (UHMC) will continue to play a major role in addressing these needs. Maui County, under the guidance of the Maui County Workforce Investment Board (MCWIB), will do its part by seeking more training providers to broaden its training opportunities.

Consequently, as workers diversify themselves, Maui County will need to follow suit by investing in other industries in order to build a stronger economic base.

Maui County's Population and Demographics

Maui County is comprised of the islands of Maui, Molokai and Lanai. Maui County is the third most populous county within the State of Hawaii, with a population of 154,834 (2010 Census), with majority of its residents living on the island of Maui. This represented a 20.8% increase from 2000 to 2010.

The average annual unemployment rate for the County of Maui rose from 2.4% in 2006 to 8.3% in 2010. The county had risen to as high as 8.7% unemployment rate in 2009, the highest in the last 17 years, according to the Maui County Data Book 2011. Moloka'i experienced a 13.5 % unemployment rate, the highest in the State. Lana'i was at a 7% rate.

Ethnicity

The following is an excerpt from the Maui County Data Book 2011 in reference to general statistics regarding the ethnic population of the County:

“The ethnic makeup of Maui County has not changed significantly from the 2000 to the 2010 Census. One major change is that, for the first time, the 2010 Census allowed individuals to choose more than one race. This means that direct comparisons between the two data sets are not possible. For instance the number of people on Maui Island reporting themselves to be Native Hawaiian or Pacific Islanders fell from 27,835 to 13,262; the comparable figures for Asian ethnicities declined from 55,656 to 41,460.

Rather than reflecting a decline in these populations, however, this probably means that many individuals in this group actually belonged to more than one race in 2000, and were only able to reflect this fact in the 2010 Census. According to these figures, there are 31,530 people of two or more races on Maui.”

Table 1. Labor Force Information By Sex And Race, County of Maui, 2010

		Percent Distribution			
Sex and Race	Civilian Labor Force	Civilian Labor Force	Employed	Unemployed	Unemployment Rate
Both Sexes	74,900	100.0%	100.0%	100.0%	8.3%
White	29,700	39.7	39.9	37.0	7.8
Black/African American	300	0.4	0.4	0.3	6.1
Amer. Indian/Alaskan Native	350	0.4	0.4	0.7	5.1
Asian	21,200	28.3	29.3	17.4	5.1
Native Hawaiian/Pac. Islander	7,550	10.1	9.1	20.7	17.1
Some Other Race	1,050	1.4	1.5	0.1	0.8
Two or More Races	14,800	19.8	19.4	23.8	10.0
Minority Group	45,200	60.3	60.1	63.0	8.7
Hispanic or Latino	5,200	6.9	6.7	9.0	10.9
Females (incl. Hispanic)	34,900	100.0%	100.0%	100.0%	7.5%
White	13,250	38.0	37.8	39.9	7.9
Black/African American	100	0.3	0.3	0.7	14.7
Amer. Indian/Alaskan Native	150	0.4	0.4	0.9	16.0
Asian	10,300	29.5	30.9	12.8	3.2
Native Hawaiian/Pac. Islander	3,550	10.2	9.2	23.1	16.9
Some Other Race	400	1.2	1.3	0.0	0.0
Two or More Races	7,100	20.3	20.1	22.5	8.3
Minority Group	21,650	62.0	62.2	4.9	7.2
Hispanic or Latino	2,350	6.7	6.4	9.6	10.8
Females as a Percent of Both Sexes	46.6%	----	----	----	----

Note: Totals may not add due to rounding.

Source: (Maui County Data Book 2011) State of Hawai'i, Department of Labor and Industrial Relations, Estimates based on 2010 Local Area Unemployment Statistics from U.S. Bureau of Labor Statistics.

The workforce is multi-ethnic; the two largest groups were White (39.7%) and Asian (29.3%). Other than the Other Race category, Asians posted the lowest unemployment rate of 5.1%, below the 2010 8.3% countywide average, while 7.8% of Whites were unemployed. Two groups in particular, Native Hawaiian/Pacific Islanders which accounted for only 10.1% of the civilian labor force and American Indian/Alaskan Natives with a 0.4% share of the civilian labor force had unemployment rates of 17.1% and 13.9% respectively,

Women comprised 46.6 % of the civilian workforce.

Persons with Disabilities

The percentage of men & women, aged 16-64, with a sensory, physical, mental, or self-care disability who were employed in Maui County for 2000, from a base population of 1771, is 56.6%, or 1002 persons, with disabilities.

Based on the Division of Vocational Rehabilitation (DVR) 2011 Annual Report, DVR served 6135 person with disabilities state wide and 255 clients, or 4%, achieved successful employment. For Maui County, DVR has a total case count of 549 eligible persons with disabilities and 33 clients, or 6% are successfully employed.

Currently, disabled people in Hawaii are far less likely to be in work or hold qualification for current job opportunities in the state. Hawaii's disabled populations are more likely to have no recognized qualifications whatsoever or have minimum qualifications for possible entry-level placement with no opportunity to advance. Within the wide definition of disability, there are significant concentrations of low skills among certain groups of disabled people with long term health conditions, which at times impede employers from hiring disabled for entry level positions. To address these gaps, the governor of the state has increased resources to social agencies that provide support and development services for disabled, with the goal of helping integrate more of the disabled population into the workforce.

Older Persons

- Persons aged 45 years old and older constitute more than half of the state's population count. More than one-third of those in this category are between the ages of 45 to 64 years old.
- In terms of educational attainment, approximately 80 percent of the population 65 years and older have at least a high school degree while almost 92 percent of those 45 to 64 years old are at least high school graduates. About 45 percent of those 65 years and older have some postsecondary education compared to almost two-thirds of those 45 to 64 years old.

**State of Hawaii, Educational Attainment for
the Population
45 Years and Older**

45 to 64 years:	368,752
Less than 9th grade	14,229
9th to 12th grade, no diploma	16,840
High school graduate, GED, or alternative	95,567
Some college, no degree	87,055
Associate's degree	38,080
Bachelor's degree	76,345
Graduate or professional degree	40,636
65 years and over:	196,616
Less than 9th grade	24,088
9th to 12th grade, no diploma	15,655
High school graduate, GED, or alternative	68,771
Some college, no degree	31,665
Associate's degree	9,655
Bachelor's degree	27,228
Graduate or professional degree	19,554
Total:	1,058,118

Source: U.S. Census Bureau, 2009-2011 American Community Survey 3-Year Estimates,
Table B15001: Sex by Age by Educational Attainment for the Population 18 Years and Over

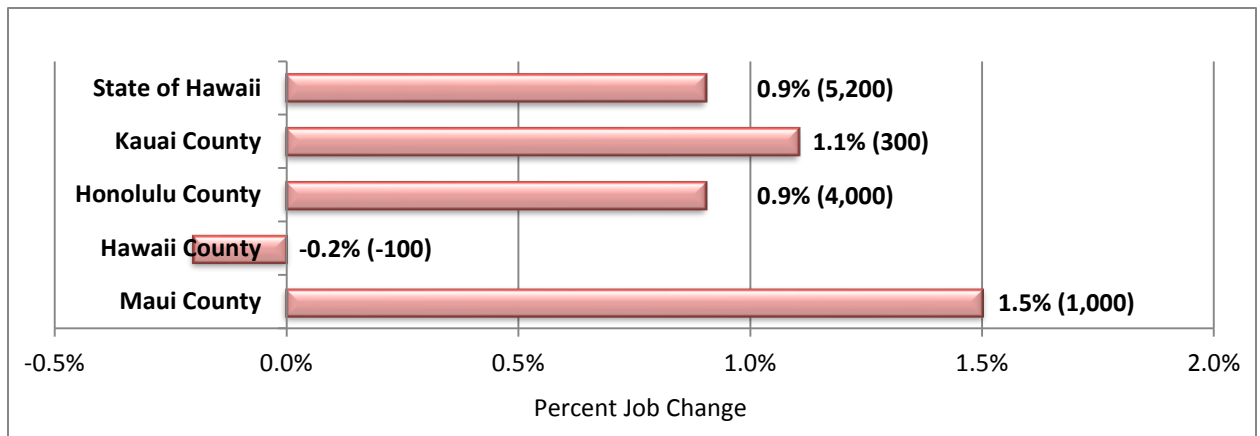
The older worker population, generally, is seen more as an asset than a detriment due to the amount of skill the worker has already obtained through years of employment. Even with high-tech development of workplaces, older workers are still seen as an asset due to their higher development of soft skills and discipline. However, one gap that continually needs to be addressed is perceived discrimination that older workers will cost more for a company hiring them. With proof showing that older workers are more productive than their younger counterparts, thus countering any increase in health or employment premiums of the worker, the State of Hawaii continues to promote the hiring of Kupuna, or senior workers, into the state's workforce.

2. What are the current and projected employment opportunities in your local area? Explain how the demand list was shaped for top industries and occupations. [WIA § 118(b)(1)(B); 20 CFR § 661.350(a)(2)]

Job Growth Fastest in Maui County

In 2011, the state's non-farm job market recorded 592,100 jobs, an increase of 5,200 or 0.9 percent over the previous year. Maui County registered the fastest growth at 1.5 percent, Kauai County was next at 1.1 percent, Honolulu County's rate was 0.9 percent, and Hawaii County's rate posted a loss with -0.2 percent.

Percent Job Change for Counties in Hawaii (not seasonally adjusted), 2010-2011



Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

In 2008, the number of Total Employment, All Jobs was 81,330 within the County of Maui and is projected to be 88,780 by 2018, a 9.2% increase. Leisure and hospitality, trade, transportation and utilities, and education and health services make up the major sources of employment for the County, 27.1%, 17.8% and 13.0% respectively. Consequently, these three industry sectors combined account for more than half of the total employment in the County. With the county's economy continued dependency visitor industry, it is no surprise that more than one out of four workers is employed in leisure and hospitality, which includes hotels, resorts and restaurants. This lack of diversification places the county at great risk of an economic crisis if potential external factors affect visitor industry flow.

The following are employment projections in various industries for the County:

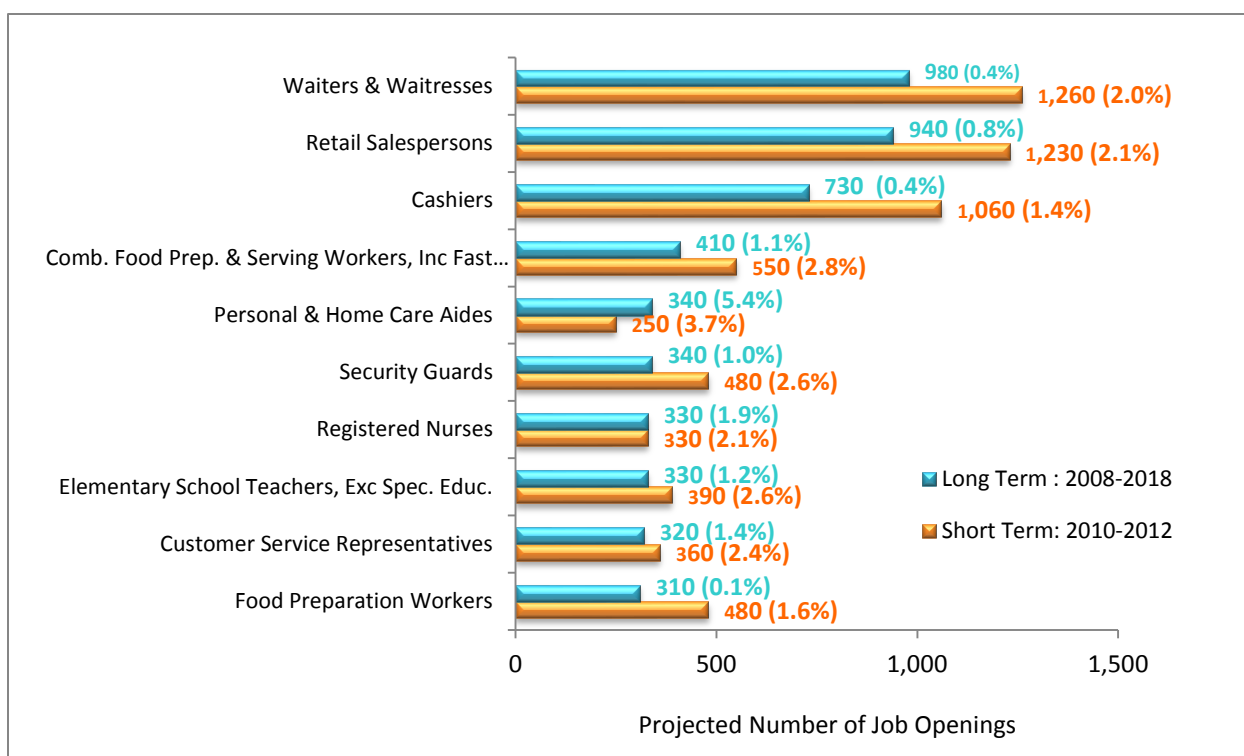
Occupational Title	Employment		Number Change	Percent Change	Annual Growth
	2008	2018			
Total Employment, All Jobs	81,330	88,780	7,450	9.2	0.9
Goods-Producing	7,660	7,770	110	1.4	0.1
Natural Resources & Mining	1,960	1,730	-230	-11.7	-1.2
Agriculture, Forestry, Fishing & Hunting	1,940	1,710	-230	-11.9	-1.2
Construction	4,470	4,850	380	8.5	0.9
Manufacturing	1,230	1,180	-50	-4.1	-0.4
Services-Providing	65,280	71,770	6,490	9.9	1.0
Trade, Transportation, & Utilities	14,440	15,970	1,530	10.6	1.1
Wholesale Trade	1,470	1,740	270	18.4	1.8
Retail Trade	9,750	10,570	820	8.4	0.8
Transportation & Warehousing	2,750	3,160	410	14.9	1.5
Utilities	470	500	30	6.4	0.6

Occupational Title	Employment		Number Change	Percent Change	Annual Growth
	2008	2018			
Information	830	840	10	1.2	0.1
Financial Activities	2,760	2,930	170	6.2	0.6
Finance & Insurance	870	930	60	6.9	0.7
Real Estate & Rental & Leasing	1,890	2,000	110	5.8	0.6
Professional	6,860	7,650	790	11.5	1.2
Professional, Scientific, & Technical Services	1,520	1,600	80	5.3	0.5
Management of Companies & Enterprises	460	490	30	6.5	0.7
Administrative & Support & Waste Management	4,880	5,570	690	14.1	1.4
Education & Health Services	10,610	12,890	2,280	21.5	2.1
Education Services	4,280	4,910	630	14.7	1.5
Health Care & Social Assistance	6,330	7,980	1,650	26.1	2.6
Leisure & Hospitality	22,060	23,120	1,060	4.8	0.5
Arts, Entertainment, & Recreation	2,250	2,370	120	5.3	0.5
Accommodation & Food Services	19,810	20,750	940	4.7	0.5
Accommodation	11,690	12,220	530	4.5	0.5
Food Services & Drinking Places	8,120	8,530	410	5.0	0.5
Other Services (Except Government)	2,820	3,160	340	12.1	1.2
Government	4,910	5,220	310	6.3	0.6
Total Self-Employed & Unpaid Family Workers	8,390	9,230	840	10.0	1.0

Source: (Maui County Data Book 2011) State of Hawai'i, Department of Labor and Industrial Relations, Research and Statistics Office

By comparison, the following graph illustrates a projected employment outlook for the state and reflects some commonalities between the state job openings in the state and the various industries in the County:

Ten Hawaii occupations projected to have the most annual job openings



Source: Hawaii Department of Labor and Industrial Relations, Research and Statistics Office.

- Describe any significant changes in your local area resulting from the current economic downturn and any differences in the way services are being delivered. [20 CFR § 661.355]

As the country and the state of Hawai'i continue to be affected by the on-going recession, the consequences to the labor market on Maui County have been severe; in 2007 the unemployment rate in the county was only 2.8%; by 2010, unemployment had risen to 8.3%. Maui Island and Lana'i were not as badly greatly affected as Moloka'i, which suffered 13.5% unemployment in 2010 and is currently the only island in the state in double figures as it pertains to unemployment rate.

The Workforce Development Division (WDD)/WorkSource Maui, the One-Stop Center for the county have felt the effects of the rising unemployment rate. Due to the increase in numbers of dislocated workers and limited staff, there is more allowance for self-service at the one-stop. In addition, because there are no demand industries there is more focus placed on the assessment of clients and their needs and goals to see what programs, training activities suit them best.

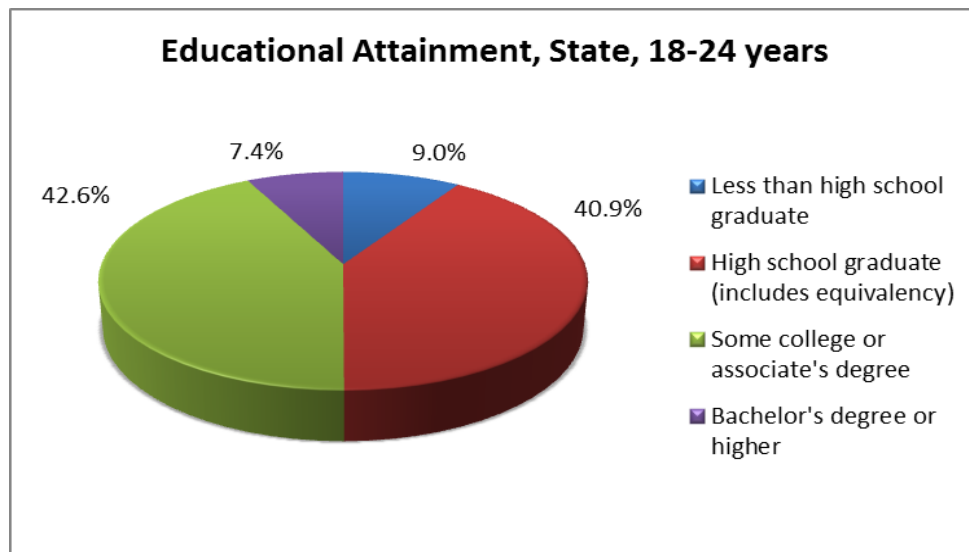
The UHMC Ku'ina Program, WIA youth services provider for the county, has also changed some of their practices. Since 2010 they have encouraged participants to seek other resources for financial assistance (i.e. tuition). Also, due to the difficulty in placing participants in employment, the youth program focused more on post-secondary education and training. This would allow individuals to increase and build skills in order to be more employable and obtain higher paying jobs.

4. What is the assessment of the current workforce skills and knowledge, and what are the skill gaps that the local area will work to close?

Education Attainment

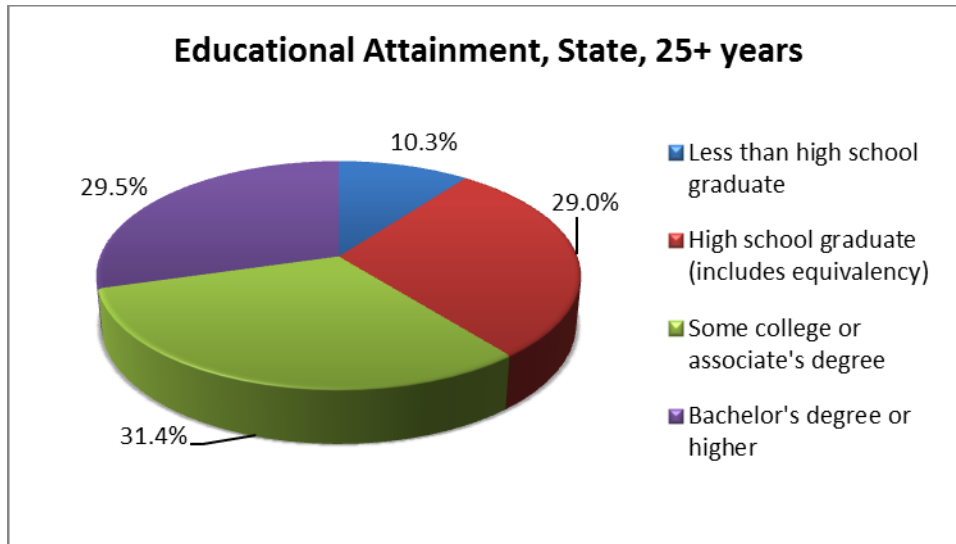
Overall, Hawaii compared favorably against the nation in terms of educational attainment, both for youth and working age populations. Hawaii had a smaller percentage of people without high school diplomas and a slightly greater share of high school graduates. In terms of college and degrees, Hawaii had higher shares of those also, except in the youth aged 18-24, which trailed the U.S. in percentage of those holding Bachelor's or higher degrees.

Nine percent of the youth in Hawaii did not graduate from high school during the reference period 2006-2010. However, Hawaii compared favorably against the nation which averaged 17.1 percent. High school graduates comprised nearly 41 percent of Hawaii's youth, which is significantly higher than the U.S. average of 31.2 percent. The percentage of youth with some college or associate's degrees was almost identical with 42.6 percent for Hawaii and 42.5 percent in the nation. In terms of the youth that earned Bachelor's or higher degrees, Hawaii lagged behind the U.S. with 7.4 percent compared to the national average of 9.2 percent.



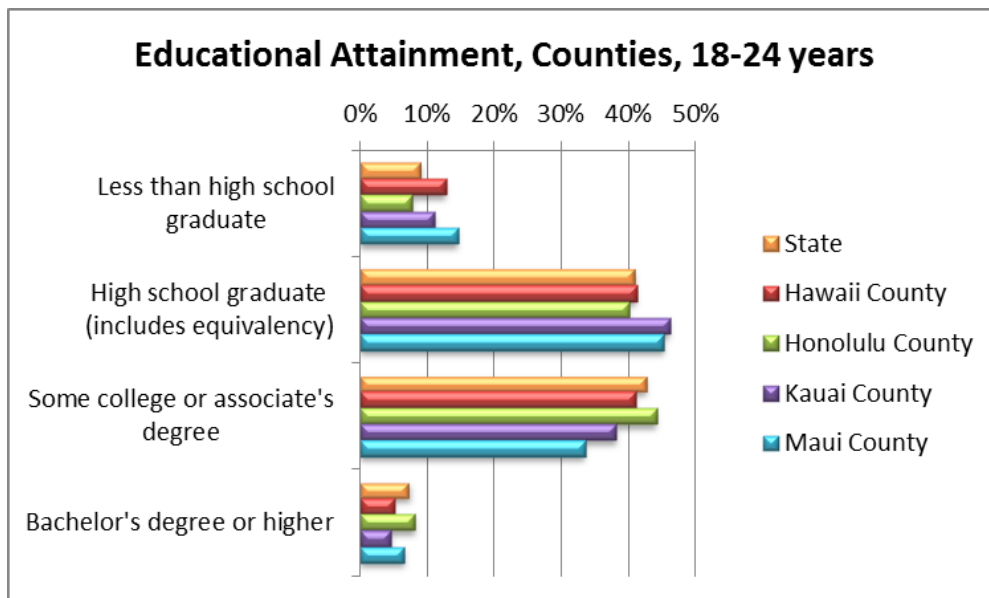
Source: U.S. Census Bureau, 2006-2010 American Community Survey 5-Year Estimates, Table S1501.

Among the working age population aged 25 years and older, Hawaii had 10.3 percent with no high school diploma, while the U.S. came in higher with 14.9 percent. The percentage of high school graduates was the same for Hawaii and the nation with 29 percent. Those with some college or associate's degree comprised 31.4 percent of working age people in Hawaii, while the figure for the U.S. was lower at 28.1 percent. Working age people holding a Bachelor's or higher degree accounted for a 29.5 percent share in Hawaii, while the same group comprised only 27.9 percent in the nation.



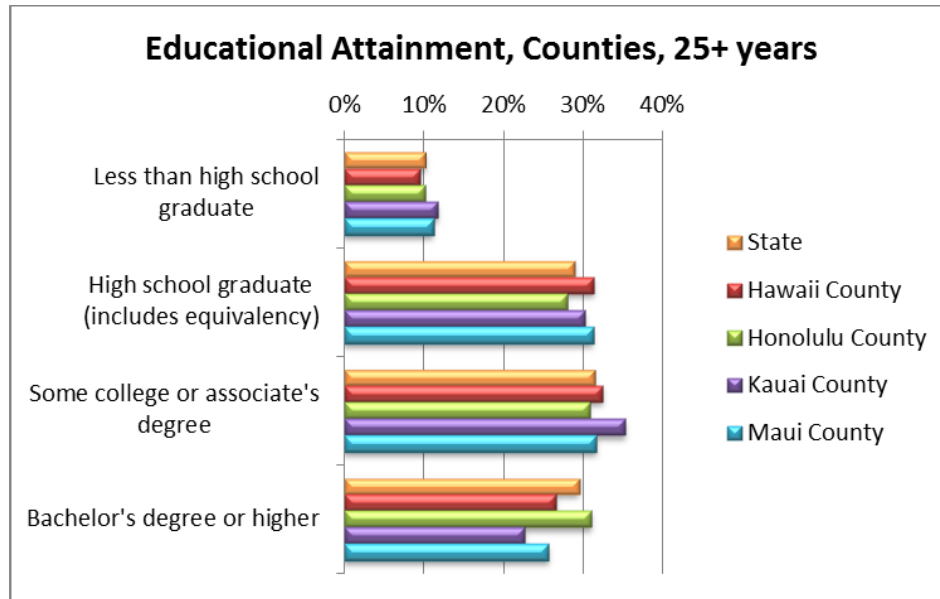
Source: U.S. Census Bureau, 2006-2010 American Community Survey 5-Year Estimates, Table S1501.

Among the four counties in Hawaii, Honolulu County fared the best in terms of educational attainment for youth aged 18-24 years old. Honolulu had the smallest percentage of those without a high school diploma and the highest share of those with some college or degrees.



Source: U.S. Census Bureau, 2006-2010 American Community Survey 5-Year Estimates, Table S1501.

Educational attainment among the counties varied among the working age population aged 25 years and older. Hawaii County had the smallest percentage of non-high school graduates, but they also had the highest share of those with only high school diplomas. Meanwhile, Kauai County had the highest percentage of those with some college or associate's degrees. Honolulu County had the greatest share of those with Bachelor's or higher degrees.



Within the University of Hawaii system that includes three university campuses and seven community colleges, there were nearly 9,000 degree and certificates earned during the fiscal year 2010 to 2011, a record number. About 52 percent of the degrees were from the main UH campus at Manoa, with nearly 3,000 being Bachelor's degrees and 1,232 being Master's degrees. UH at Hilo conferred 731 degrees, mostly of the Bachelor's type. The UH Maui College conferred 482 degrees, predominantly Associate's degrees.

Degrees, Diplomas and Certificates Earned, University of Hawaii System, FY 2010-2011

	Total	UH-Manoa	UH-Hilo	UH-West Oahu	Hawaii CC	Honolulu CC	Kapiolani CC	Kauai CC	Leeward CC	UH-Maui College	Windward CC
All Degrees	8,988	4,675	731	255	405	559	851	208	657	482	165
Certificates	474				62	38	91	59	60	155	9
Associate Degrees	2,847				343	518	760	149	597	324	156
Advanced Prof. Cert.	3					3					
Bachelor's Degrees	3,796	2,957	581	255						3	
Post Bach.	103	75	28								
Master's Degrees	1,269	1,232	37								
Doctor's Degrees	213	212	1								

	Total	UH- Manoa	UH- Hilo	UH- West Oahu	Hawaii CC	Honolulu CC	Kapiolani CC	Kauai CC	Leeward CC	UH- Maui College	Windward CC
First Professional	283	199	84								

Source: Banner Operational Data Store (ODS) IRO_DEGREE

Lack of Basic Prose Skills

Sixteen percent of Hawaii's population (16+ years old) was lacking basic prose literacy skills, which means the knowledge and skills needed to perform prose tasks (to search, comprehend, and use information from continuous texts, such as paragraphs from stories). This group included those who scored 'below basic' in prose and those who could not be tested due to language barriers. This was an estimate that had a margin of error as measured by the associated credible interval. There was a 95 percent chance that the value of the percent lacking basic prose literacy skills was contained between the lower and upper bound. The literacy assessments are conducted in conjunction with the National Assessment of Adult Literacy (NAAL) about once a decade and 2003 was the most current one available.

Maui County had the second highest percentage of people lacking basic prose literacy skills with 12% preceded only by Honolulu County, with 17%.

Percent lacking basic prose literacy skills and corresponding credible intervals, Hawaii 2003

Location	Population	% Lacking Basic Prose Literacy Skills	95% Credible Interval	
			Lower Bound	Upper Bound
State of Hawaii	944,472	16	11.5	22.2
Hawaii County	118,659	13	6.1	22.0
Honolulu County	675,356	17	11.7	25.0
Kauai County	46,358	12	6.0	21.6
Maui County	103,972	14	6.8	24.1

Source: U.S. Dept. of Education, Institute of Education Sciences, National Center for Education Statistics, 2003 National Assessment of Adult Literacy

Mismatch: Education and Work Experience Requirements

The percentage breakout by education requirements and the levels possessed by candidates for advertised jobs was fairly comparable for all education levels except those requiring either college, technical or vocational school and jobs requiring a bachelor's degree. A little over one percent of the jobs stated College, Technical, or Vocational School as a requirement; however, over 21 percent of the candidates possessed this education level. Bachelor's degrees were required on approximately one-third of the jobs, but only 14.9 percent of the candidates obtained a bachelor's degree. Upon closer examination of the numbers, the actual number of potential candidates

overwhelmingly exceeded the number of job listings posted for all education levels. Even though the percentage of candidates with bachelor's degrees was lower than the percent of jobs requiring a bachelor's degree, the number of available candidates was more than 8 times the number of job openings.

Education Requirements vs. Education Level on Advertised Jobs

	Education Requirements On Advertised Jobs		Education Level of Available Candidates	
	Job Openings	Percent	Potential Candidates	Percent
Not specified	14,114	---	---	---
No Minimum Education Requirement	140	6.5%	---	---
Less than High School	5	.2%	2,186	5.3%
High School Diploma or Equivalent	889	41.0%	16,431	39.9%
1 to 3 Years at College or a Technical or Vocational School	29	1.3%	8,998	21.9%
Vocational School Certificate	56	2.6%	1,921	4.7%
Associates Degree	218	10.1%	3,126	7.6%
Bachelor's Degree	716	33.0%	6,132	14.9%
Master's Degree	100	4.6%	1,843	4.6%
Doctorate Degree	13	.6%	273	.7%
Specialized Degree (e.g. MD, DDS)	3	.1%	245	.6%

Source: HIWI Area Profile, Online Advertised Jobs, June 4, 2012.

Of the advertised jobs that listed work experience requirements, employers generally required less work experience. Over half of the jobs could be performed with two years or less of experience. On the other hand, many potential candidates possessed higher levels of work experience. More than one-third of the candidates were employed for over 10 years. In fact, 58 percent of those seeking employment had worked at least five years. There were far fewer jobs openings for those with at least five years of experience compared to the jobs with less experience requirements. This presents problems for those with greater work experience seeking employment.

Work Experience Requirements vs. Work Experience of Job Seekers on Advertised Jobs

Minimum Experience	Work Experience Requirements on Advertised Jobs		Work Experience Levels of Available Candidates	
	Job Openings	Percent	Potential Candidates	Percent
Not Specified	15,159	---	---	---
Less than 1 Year	---	---	7,630	18.5%
1 Year to 2 Years	573	51.0%	2,525	6.1%
2 Years to 5 Years	449	40.0%	6,925	16.8%
5 Years to 10 Years	90	8.0%	8,760	21.3%
More than 10 Years	12	1.1%	15,315	37.2%

Source: HIWI Area Profile, Online Advertised Jobs, June 4, 2012

The county will continue to work with its WIA youth service provider, the UHMC Ku'ina program, to address especially those lacking basic prose literacy skills which are identified at the program assessment level. The youth service provider will work with each individual to achieve this goal through case management efforts.

In addition, the MCWIB, in partnership with WDD Maui and UHMC, will continue to collaborate in curriculum building and participant outreach to address needs in various industries.

Furthermore, in order to better align these workforce programs to meet the current and anticipated needs of Hawaii's private and public sector employers, the county will continue to work with the Workforce Development Council (WDC) their Industry Skill Panels initiatives.

Industry Skill Panels are private/public partnerships that collaborate to address competitiveness issues by focusing on workforce development. The WDC implemented these sector-based approaches in order to better identify strategic planning issues and make recommendations regarding Hawaii's workforce within specific industries. Participation from employers, educational institutions, economic development organizations, labor organizations, and others ensure that a variety of stakeholder perspectives are represented.

Harnessing the expertise of leaders in business, labor, education, economic development, and other sectors, Skill Panels bring competitors within a specific industry together to collaboratively address critical issues, skill gaps, training needs, and performance outcomes that affect the industry as a whole.

The Industry Skill Panels build consensus, prioritize their specific industry workforce needs by local area, and become better able to mobilize partners and leverage resources to make the greatest economic impact. Additionally, their mutual efforts are more influential with government, businesses, associations, and educational institutions than they would be if trying to fill workforce needs individually within silos.

The county continues to be active in the agriculture industry as the efforts of Executive Planning Committee for the Agriculture Skills Panel has resulted in water management workshops for both the islands of Maui and Moloka'i within the past year. They have also collaborated with UHMC concerning curriculum using round 2 of UHMC's recently awarded C3T grant.

As we look towards the challenges facing the education and training needs of the state's future workforce, eight different factors were examined. This includes: cost of living and consumer price index, poverty rates, health coverage, multiple jobholders, labor underutilization, homeownership, electricity consumption, and transportation/transit.

5. What challenges does the local area face in attaining the skills and education and training needed to obtain employment? [WIA § 118(b)(1)(C)); 20 CFR § 661.350(a)(2)]

Cost of Living

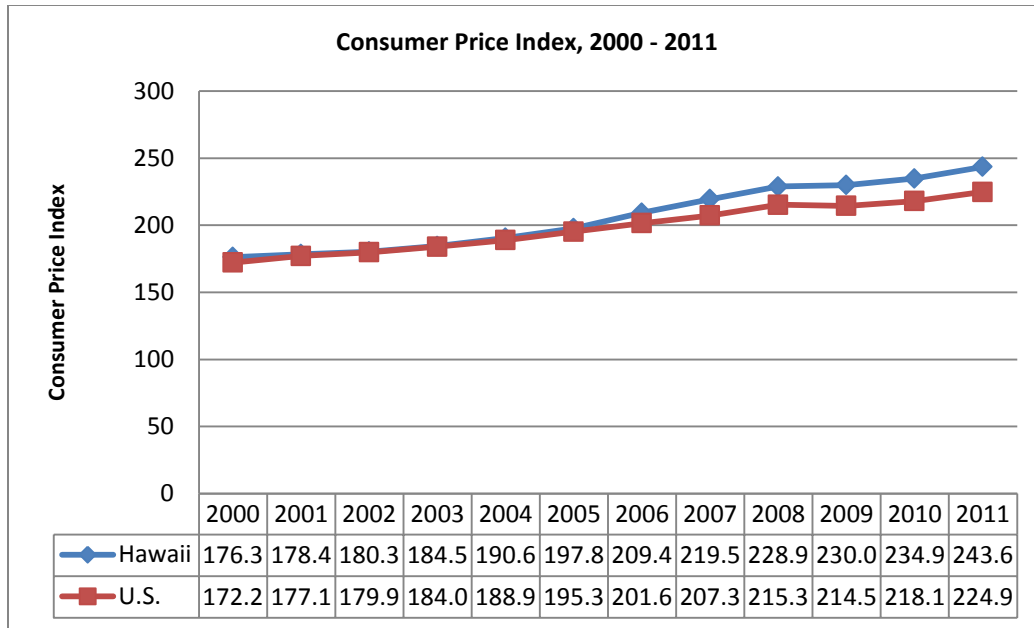
Maui County's cost of living has always been higher than the United States. The county was indexed at 165.6 compared to a U.S. average of 100. This means that it was more expensive to live in Maui County than most places in the nation. Due to the higher cost of living, it may make it difficult for residents to afford higher education and/or any type of job skills training. This may also lead to many residents becoming multiple jobholders.

Cost of living	Maui	United States
Overall	166	100
Food	155	100
Utilities	161	100
Miscellaneous	117	100

Source: SperlingViews for Hawaii, http://www.bestplaces.net/cost_of_living/hawaii/maui

Consumer Price Index

Another example of how costly it is for the state's residents is depicted in the consumer price index (CPI) chart below. Between 2000 and 2011, Hawaii's CPI advanced by 38.2 percent compared to the U.S. increase of 30.6 percent.



Source: U.S. Department of Labor, Bureau of Labor Statistics.

Poverty Rates Lower for Hawaii than Nation

People living in poverty face numerous challenges when seeking work. Since those living in poverty tend to reside within close proximity of each other rather than being spread out among geographic areas, the Census Bureau classifies census tracts into four categories based on poverty rate levels. (See table below.) Census tracts with poverty rates of 20 percent or more (tracts in category III and category IV) are referred to as “poverty areas.”

According to data from the American Community Survey, poverty levels in Hawaii were lower when compared to national data. While almost a quarter (23 percent) of the U.S. population resided in poverty areas, only 10.8 percent of Hawaii residents lived in poverty areas. In terms of the states with the lowest percentage of people residing in poverty areas, Hawaii ranks 7th following New Hampshire, Wyoming, Alaska, Maryland, Delaware, and Vermont. At the other end of the spectrum, Hawaii was one of 10 states (Alaska, Connecticut, Hawaii, Maryland, Massachusetts, Minnesota, New Hampshire, New Jersey, Utah, and Wyoming) in which more than three-fourths of the population resided in census tracts with poverty rates less than 13.8 percent.

Distribution of People in Census Tracts by Poverty Levels: 2006-2010

	Total in All Census Tracts	Category 1 (Less than 13.8%)	Category II (13.8% - 19.9%)	Category III (20.0 - 39.9%)	Category IV (40.0% or more)
U.S. Total	296,141,149	61.4%	16.0%	19.1%	3.5%
Hawaii	1,298,918	79.2%	10.0%	9.8%	1.0%

Out of the 314 populated census tracts in Hawaii, 36 census tracts had a poverty rate of over 20 percent. They were located in the following areas: 25 on Oahu, 8 on the Big Island, 1 on Moloka'i (in bold italics), and 2 on Maui (in bold italics). (See table below) In regards to family poverty rate, 18 census tracts had family poverty rates of over 20 percent. Four of these 18 census tracts with the highest percentage below the poverty level were located on the Big Island and the remainder was located on Oahu.

While poverty rates in the state were lower than the nation, this is still a segment of the population that should not be neglected due to their inability to obtain employment and/or skills to obtain higher paying jobs.

Persons below the Poverty Level for the State of Hawaii, By Census Tracts

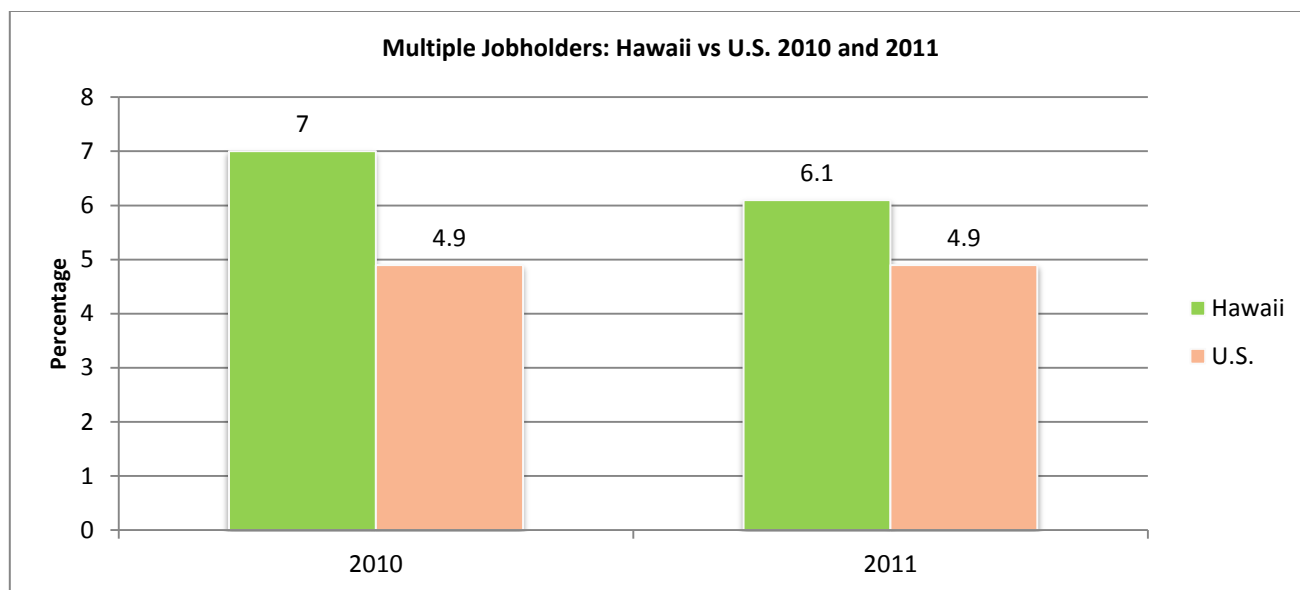
State/Island	2010 Census Tract	2010 Name	Percent	MOE 1/
State of Hawaii			9.6%	+/-0.3
Honolulu	54	Mayor Wright Housing	61.2%	+/-15.8
Honolulu	62.02	Linapuni Street	58.7%	+/-19.6
Honolulu	63.02	Kalena Drive	58.2%	+/-11.7
Hawaii	203	Hilo: Pu'u'eo-Downtown	41.8%	+/-7.2
Honolulu	20.03	Seaside Avenue	40.7%	+/-11.9
Honolulu	57	Iwilei-Anuenue	39.2%	+/-10.2
Hawaii	205	Hilo: University-Houselots	37.8%	+/-11.8
Honolulu	36.03	Ahana Street	37.5%	+/-9.6
Honolulu	39	Civic Center	33.6%	+/-19.9
Honolulu	52	Chinatown	31.5%	+/-8.9
Hawaii	211.06	Pahoa	30.7%	+/-8.5
Honolulu	97.01	Waianae Kai	30.1%	+/-8.8
Honolulu	98.02	Makaha	30.1%	+/-8.7
Honolulu	87.03	West Loch	29.1%	+/-7.2
Honolulu	36.04	Kaheka Street-Makaloa Street	28.8%	+/-13.3
Honolulu	58	Waiakamilo Road	28.8%	+/-8.2
Hawaii	211.01	Kalapana-Kapoho	26.4%	+/-8.2
Honolulu	98.01	Makua Valley	25.4%	+/-8.3

State/Island	2010 Census Tract	2010 Name	Percent	MOE 1/
Hawaii	210.05	Hawaiian Paradise Park	25.3%	+/-7.5
Maui	305.01	Pa'ia	24.9%	+/-19.0
Maui	307.10	Keawakapu	24.8%	+/-15.7
Honolulu	51	Foster Botanical Garden	24.0%	+/-6.8
Honolulu	75.04	Aloha Stadium	23.8%	+/-8.9
Hawaii	210.10	Upper Puna (Puna Mauka)	23.4%	+/-5.0
Honolulu	95.02	Menohar Street	22.8%	+/-13.1
Honolulu	19.03	Ena Road	22.4%	+/-10.3
Honolulu	68.09	Ala Ilima Makai	22.4%	+/-9.6
Honolulu	94	Wahiawa Makai	21.9%	+/-7.0
Hawaii	212.02	Ka'u	21.8%	+/-6.0
Honolulu	113	Waimanalo	21.6%	+/-9.2
Honolulu	96.03	Maili	21.0%	+/-6.2
Hawaii	210.13	Kea'au	21.0%	+/-5.7
Honolulu	26	Bingham Tract	20.9%	+/-10.3
Honolulu	18.01	Koa Avenue	20.3%	+/-11.1
Molokai	318.01	West Moloka'i	20.1%	+/-7.8
Honolulu	62.01	Kam IV Road	20.0%	+/-7.0

Source: U. S. Census Bureau, American Community Survey, 2006-2010

High Rate of Multiple Jobholders in Hawaii

Hawaii's rate of multiple jobholders at 7 percent was tied for 11th highest in the nation in 2010 and fell to 6.1 percent or 16th highest in 2011. Although there was improvement in this rate for 2011, Hawaii still ranks high in terms of those employed in more than one job. Consequently, by holding more than one job, residents may find it difficult to find the time and financial resources to learn skills to obtain higher paying employment.



Source: U.S. Census Bureau, Current Population Survey

Transportation/Transit

Due to the rural nature of Maui island, transportation, especially for those unable to drive, between west, south, east, central and upcountry Maui had been a challenge. In 2002, a county-subsidized bus system was started and has grown significantly since its inception. Between Fiscal Year (FY) 2009 and 2012, passenger counts for the Maui Bus system increased from 2,006,531 (5,497 avg/day) in FY2009 to 2,764,358 (7,573 avg/day) in FY2012. However, FY2013 is showing a downward trend with a drop in ridership to 1,493,367 (6,946 avg/day) as of January 2013 (7 months into the fiscal year). The decrease has been attributed to an increase in bus fares from \$1 to \$2 effective July 1, 2012 which can be linked to the economic struggles residents face in the county.

Maui island also experiences a different type of transit obstacle for its residents, especially for those that commute between west Maui and other parts of the island. With only one main highway access to and from west Maui, road closures due to auto accidents, brush fires and other incidents are not uncommon. Consequently, these road closures, when in effect may last several hours, prohibits residents from getting to work, school, or any work-related training.

Limited Training Providers

At the time of this plan, the County of Maui has two vendors on the approved Eligible Training Provider (ETP) list for the State. With only two training providers in the county, residents have few options for skills obtainment in the county. The limitation on training providers also brings up other challenges such as cancellations of courses due to lack of enrollment.

6. How well is the Local Area equipped to meet those challenges?

Several of these challenges may need to be addressed by higher authorities than at the local level or is a result of current economic conditions on a national and/or global level. In addition, some of these challenges will be impacted as other challenges are addressed, such as the rate of multiple job holders may decrease with the decrease of the cost of living and the consumer price index.

The county continues to address the other challenges such as transportation by continuing to expand and improve services of the local bus system; partnerships with local training providers to develop a more skilled workforce and make its citizens more employable. In addition, as part of the county's budget performance goals for workforce development, there is a plan to increase the number of training providers in the county. These are just a few steps the county is able to do on its part to improve the quality of life for its residents.

B. Local Area Vision, Goals and Strategies

1. What is the vision of the LWIB?

The vision of the Maui County Workforce Investment Board (MCWIB) is to have a globally competitive and skilled workforce, which promotes and nurtures a diverse and prosperous economy and preserves the special quality of life in the County of Maui.

2. Indicate any additional goals for Program Years 2012-2017 that fall outside the Governor's New Day goals listed on page 1 that are important for the Local Area.

Maui County's Comprehensive Economic Development Strategy (CEDS) was designed to help focus on goals and strategies that will create jobs, foster a more stable and diversified economy, and enhance the quality of life of the County's residents.

The county recognizes the need to invest in other industries to create a more diverse economic base. To date, attention and energy have focused on a handful of growth sectors including: (1) high technology, (2) agriculture, (3) sports and recreation, (4) film and entertainment, and (5) healthcare which are in line with the Governor's vision for a sustainable economy.

In addition, based on previous studies, on-going focus group meetings (e.g. Focus Maui Nui, etc.) and the Mayor's Economic Summit, the CEDS reported the following economic development goals for the County of Maui over the next 10 years:

Goal 1: A focused economic development strategy that diversifies the economy and creates well-paying jobs for residents by targeting sectors including high technology, healthcare, agriculture, sports and recreation, film and entertainment, small town revitalization and by fully exploring growth opportunities in the niche areas of tourism which relate to the aforementioned targeted sectors.

Goal 2: Address the need for affordable housing to ensure that local residents can afford to remain in the County, and to ensure that the County's growth industries continue to attract and retain a quality workforce.

Goal 3: Improve education and training to prepare our workforce for the future and to ensure that the workforce needs of our growth industries continue to be met.

Goal 4: Address infrastructure challenges including, but not limited to, the need for adequate water, power, roads, and the inter-island transportation systems.

Goal 5: Pursue growth that is consistent with local vision and values, and which preserves, protects and enhances our natural and cultural resources.

The MCWIB will consider these goals as it pursues its own workforce development goals that were previously identified. These goals will also help to focus on labor market needs as identified by various means (e.g. industry group meetings, CEDS, Focus Maui Nui, etc.)

3. What are the Local Area's two to four top priorities for 2012-2014?

The county is in line with two of the Governor's goals in not only a growing sustainable economy, but a more diversified one as well. The visitor industry will continue to be a focal point of the county's economy due to its large workforce, but there is the need to focus on growth in other industries as well in order to lessen the impact on further downturns of the economy.

There is also the need to continue to invest in our people. Our residents are viewed as assets in our community and to the business sector. There needs to be a focus on aligning education and workforce development. The investment in "human capital" would enable the county to remain competitive in attracting new businesses to the islands as well help meet both present and future needs that contribute to the vitality of our business climate.

4. How has the Local Area aligned itself with regional economic development to ensure that workforce development services support anticipated industry growth, employment opportunities and required skilled competencies? [**Training Employment Guidance Letter (TEGL) No. 21-11, Item 7A, Bullet 1**]

Maui County will continue to work with the WDC as they participate with these sector strategies such as skills panels. As the county participates in these collaborations they will continue to be informed on what types of skills and training is needed to support any growth in industries. In addition, the county will continue to work with other counties with similar characteristics to Maui County.

5. How has the Local Area coordinated across different programs and funding streams to integrate planning processes and operational procedures to lower costs and increase the effectiveness of service delivery? How do these cross-program strategies link to

employers and sector strategies (such as the skill panels for healthcare, agriculture and software development). [TEGL No. 21-11, Items 5 & 7A, Bullet 2]

Maui County will continue to work with the State and emerging clusters as indicated by skills panels formed in agriculture, healthcare, and software. These clusters are aligned with the Governor's vision outlined in State's strategic plan.

The county continues to be active in the agriculture industry as the efforts of Executive Planning Committee for the Agriculture Skills Panel has resulted in water management workshops for both the islands of Maui and Moloka'i within the past year. They have also collaborated with UHMC concerning curriculum using round 2 of UHMC's recently awarded C3T grant.

Furthermore, as the county continues to receive other funding streams, it will coordinate the use of these funds to leverage across other programs. For example, the county concluded its administration of the State Energy Sector Partnership (SESP) grant which provided training for those in the green sustainability industry. Due to its flexibility, the one-stop staff was able to use these funds for training versus Adult or Dislocated Worker funding.

The county has continued cross program efforts with the Disability Employment Initiative (DEI) grant after being selected as one of two sites for the State to receive funding. The DEI grant seeks to improve educational, training, and employment opportunities and outcomes of youth and adults with disabilities who are unemployed, under-employed, or receiving Social Security disability benefits; and, help participants find a path into the middle class through an exemplary service delivery system by the public workforce system.

Programs sharing a common customer will always follow the lead of the primary case manager. The primary case manager will be the instigator in planning for a dual or multiple enrollments between programs. Because WIA funds are used as a last resort, other funding sources are always considered first. Ultimately, the case manager will coordinate between participating programs to share in the cost of the requested service and assure that duplication of services does not occur.

As other funding sources originate from sector strategy grants and the county's active involvement in skills panels, this will allow case managers more flexibility in program enrollment. This coordination will depend on which program will prove to be more effective to meet the needs of the participants.

6. Has the Local Area performed a skills gap analysis for the top 5-10 targeted jobs? If yes, please attach a copy of the analysis and include O*NET codes. [TEGL No. 21-11, Item 7A, Bullet 3]

At this time, a skills gap analysis has not been performed; however, it is the county's intention to have an analysis completed by December 31, 2013, the end of Program Year 2013's second quarter.

A May 15, 2012 discussion with CEDS Conference participants provided some insight on what industry specific needs are lacking that need to be addressed. These needs include:

- Communication, marketing, promotions, decision making and problem solving skills
- Research / Cost benefit analysis / Survey and data collection / ROI
- Communication and written skills applicable to their field
- Business skills
- Computer skills

In addition, the One-Stop Center conducts an assessment of client skills, interests, aptitudes and/or work values of applicants prior to referrals. This can be used as a useful tool as to what skills are lacking from one-stop participants.

7. What are the Local Area's key partnerships that are necessary to implement the strategies (be specific). [TEGL No. 21-11, Items 7A, Bullet 3 & 7B]

The MCWIB has worked closely with the following entities on a wide range of workforce development issues:

- The WDD Maui Branch, WorkSource Maui has been designated as the County's One-Stop Center and continued to be the provider of Core, Intensive and Training information and services for the WIA Adult and DW programs. As service providers for the Adult and DW programs, WorkSource Maui offers program participants the ability to enroll in training programs or work experience opportunities based on their assessed needs for skill enhancement or job advancement. They continue to work with the following One-Stop partners to offer services to help meet the MCWIB's strategies and goals: UH Maui College, Maui Economic Opportunity, Inc. (MEO), Hawaii Job Corps, Alu like, McKinley Community School for Adults – Maui Campus, Unemployment Insurance Division, Vocational Rehab, Department of Human Services.
 - UHMC is the primary training provider for the County, providing a wide spectrum of classes and training for WIA participants. The MCWIB continued to foster the relationship with the college to help build curriculum for new and/or high demand industries. They will continue to be a key partner in developing promoting and presenting other means of training such as workshops and seminars.
 - Local businesses and employers will also play a key roll in realizing the goals for the county. They will provide key insight on any skills gaps. This will assist in assessing and building the types of training needed to further strengthen and diversify the local area's workforce.
8. If applied, how have "lessons learned" from evaluation studies been used to modify and improve service delivery strategies? [TEGL No. 21-11, Item 7A, Bullet 4]

As the MCWIB continues to integrate into a more proactive role, it should be able to apply any lessons learned from any studies or possibly any best practices from other areas to improve on service delivery strategies.

9. Identify the job skills/credentials that are needed to obtain the employment opportunities available in your Local Area, and the education and training resources that exist to assist individuals in obtaining these skills. If there are not enough training/education/OJT resources, how will the Local Area and its partners address the deficit(s)? [TEGL No. 21-11, Item 7A, Bullet 5 & 7C, WIA § 117(b)(2)(A)]

Many of the job openings for the short- and long-term will occur in entry level, transitional jobs. Eight of the ten occupations with the most projected job openings require short- or moderate term on-the-job training. Waiters and waitresses, retail salespersons, and cashiers are expected to be in highest demand. Two of the ten occupations with the most projected job openings require higher education and training. They include registered nurses and elementary school teachers.

The job skills that are required by the County of Maui's economy in the coming years are as varied as the labor force itself. The following are several occupations and the skills and knowledge needed to perform the job:

Occupation	Skills	Abilities	Knowledge	Training & Education Requirements	Annual Openings
Waiters & Waitresses	Speaking, Active Listening, Service Orientation, Social Perceptiveness	Oral Comprehension & Expression, Speech Clarity & Recognition, Trunk Strength	Customer & Personal Service, Sales & Marketing, English, Food Production	Short-term on-the-job training	980
Retail Salespersons	Active Listening, Mathematics, Speaking, Social Perceptiveness, Critical Thinking	Oral Comprehension & Expression, Trunk Strength, Speech Recognition & Clarity, Problem Sensitivity	Customer & Personal Service, Sales & Marketing, Administration & Management	Short-term on-the-job training	940
Cashiers	Active Listening, Mathematics, Speaking, Instructing, Social Perceptiveness	Oral Expression & Comprehension, Number Facility, Speech Recognition & Clarity, Near Vision	Customer & Personal Service, Mathematics, English, Education & Training	Short-term on-the-job training	730

Occupation	Skills	Abilities	Knowledge	Training & Education Requirements	Annual Openings
Fast Food Preparers & Servers	Active Listening, Speaking, Instructing, Mathematics, Social Perceptiveness	Oral Expression & Comprehension, Speech Clarity, Problem Sensitivity, Trunk Strength, Near Vision	Customer & Personal Service, Food Production, Sales & Marketing, Mathematics	Short-term on-the-job training	410
Security Guards	Active Listening, Reading Comprehension, Social Perceptiveness, Monitoring	Problem Sensitivity, Selective Attention, Inductive Reasoning, Near Vision, Oral Comprehension	Public Safety & Security, Customer & Personal Service, English, Law & Government	Short-term on-the-job training	340
Personal & Home Care Aides	Service Orientation, Active Listening, Social Perceptiveness, Critical Thinking, Speaking	Oral Comprehension, Problem Sensitivity, Information Ordering, Speech Clarity	Customer & Personal Service, Public Safety & Security, English Language, Psychology	Short-term on-the-job training	340
Elementary School Teachers	Instructing, Reading Comprehension, Speaking, Learning Strategies	Oral Comprehension & Expression, Problem Sensitivity, Speech Clarity	English, Education & Training, Mathematics, Psychology, Geography	Bachelor's degree	330
Registered Nurses	Active Listening, Reading Comprehension, Critical Thinking, Instructing, Speaking	Problem Sensitivity, Oral Expression & Comprehension, Inductive & Deductive Reasoning	Medicine & Dentistry, Psychology, Customer & Personal Service, English, Biology	Associate's degree	330
Customer Service Representatives	Active Listening, Reading Comprehension, Monitoring, Speaking	Oral Comprehension & Expression, Deductive Reasoning, Problem Sensitivity	Customer & Personal Service, English, Clerical, Mathematics	Moderate-term on-the-job training	320

Occupation	Skills	Abilities	Knowledge	Training & Education Requirements	Annual Openings
Food Preparation Workers	Active Listening, Reading Comprehension, Instructing, Speaking, Learning Strategies	Oral Comprehension, Arm-Hand Steadiness, Manual Dexterity, Speech Recognition	Customer & Personal Service, Food Production, Mathematics, English	Short-term on-the-job training	310

Source: Department of Labor and Industrial Relations, Research and Statistics Office

Due to the dwindling number of resources available for training, education and OJT the county may have to address possible shortfalls. The County will need to draw more on its one-stop partners, or even outside agencies (i.e. Goodwill). The need to increase resource sharing will be a viable option to lessen the impact of funding shortfalls. For example, if a participant is Native American or Hawaiian, the one-stop may request additional services and resources from Alu Like, Inc.

10. How will the Local Area coordinate discretionary and formula-based investments across programs in support of the governor's vision? How will these funds be used to leverage other public and private resources in order to effectively and efficiently provide services? [TEGL No. 21-11, Item 7B, Bullet 6]

Agencies and organizations in the county that continue to receive discretionary and/or formula-based grants include UHMC, MEO and the Maui Economic Development Board (MEDB). Some of these grants include round 2 of the C3T grant, Remote Rural Hawaii Job Training Project (RRHJTP) grants, National Farmworker Jobs Program, Senior Community Service Employment Program (SCSEP), Community Services Block Grant (CSBG).

Both MEO and UHMC are already designated one-stop partners and work in partnership with one-stop staff to coordinate cross program referrals based on which program is best suited to fit the participant's needs and/or goals. Although not a one-stop partner, referrals are also done for MEDB.

All three agencies are represented on the MCWIB which will help continue to strengthen partnerships. The MCWIB will work with these and other agencies/organizations (i.e. non-profits) as they receive any type of grant funding that may translate into industry training. The MCWIB will facilitate between the One-Stop Center and these entities the types of services needed as it applies to the funding source.

Section II - Operational Plan

In the following sections, discuss how you will align federal, state and local policies and procedures, operations and administration. How will this alignment contribute to the avoidance of duplication and to closing gaps in service?

A. Service Delivery

1. What programs and funding streams support service delivery through the One-Stop Career Center (One-Stop) system? If applicable, what are the anticipated changes to those programs or funding streams? [WIA §§ 121(b)(1)(B) & 121(c)(2)(A)(ii)]

The current partners of the One-Stop system in the County of Maui are entities that carry out programs authorized under Title I of WIA, Serving:

Program/Funding Stream	Agency/Organization
Adults	WDD
Dislocated Workers	WDD
Youth	UHMC
Job Corps	Hawaii Job Corps – Maui Campus
Native Americans	ALU LIKE, Inc.
Migrant and Seasonal Farmworkers	Maui Economic Opportunity (MEO)
Veterans' Workforce Investment	WDD
Wagner-Peyser Act	WDD
Adult Education and Literacy Activities Authorized Under Title II of WIS	McKinley Community School for Adults – Maui Campus
Vocational Rehabilitation Programs Authorized Under Parts A and B of Title I of the Rehabilitation Act	Vocational Rehabilitation
First-to-Work Program	Dept. Of Human Services
Senior Community Service Employment Activities Authorized Under Title V of the Older Americans Act of 1965	MEO
Post-Secondary Vocational Education Activities Under the Carl D. Perkins Vocational and Applied Training Education Act	UHMC
Trade Adjustment Assistance and NAFTA Transitional Adjustment Assistance Activities Authorized Under Chapter 2 of Title II of the Trade Act of 1974	WDD
Activities Authorized Under Chapter 41 of Title 38, U.S.C. Veterans' Employment Representatives and Disabled Veterans	WDD

Program/Funding Stream	Agency/Organization
Employment and Training Activities Carried Out Under the Community Services Block Grant	MEO
Employment and Training Activities Carried Out By the Department of Housing and Urban Development	County of Maui Dept. of Housing and Human Concerns (DHHC)
Programs Authorized Under State Unemployment Compensation Laws (in accordance with applicable Federal law)	Unemployment Insurance Division

At the time of this report, the short-term and long term effects of sequestration are unknown. There is the possibility that WIA Adult and Dislocated Worker and the Wagner-Peyser programs will be affected.

2. Are each of the required WIA partners included in your One-Stop delivery system? If a required partner is not involved, explain the reason. [WIA § 117(b)(2)(A)]

All partners are included in the County's One-Stop delivery system.

3. Describe how your local area's WIA funds are used to leverage other federal, state, local, and private resources. How do these coordinated resources lead to a more effective local system that expands the involvement of business, employers and individuals? [WIA § 112(b)(10)]

WIA resources are leveraged with partners and other programs to assist both the job seeking and business customer with achieving their employment goals. Partners/programs will participate in providing specific services to fulfill the needs of the job seeking customer (i.e. Employment Counseling/Support, Training and/or re-training, Placement/job seeking services, etc.). This will provide business customers the opportunity to partake in a variety of services to accommodate their business needs (i.e. Work Experience, OJT, Tax Credits, Incumbent Worker training, etc.).

See Sections I(B)(5) and (10) for further details.

4. Describe and assess how the services provided by each of the One-Stop partners are coordinated and made available in your local One-Stop system. [WIA §§ 118(b)(2)(B) & 121 (c)(2)]

Marketing activities normally dictate the program or partner solicited by the customer. Once the initial contact is made, the One-Stop counselor will coordinate with other partners to plan out the service and resource leveraging and determine the most efficient to achieve the customers outcome.

The One-Stop system will allow all job seekers access to integrated services. Through workforce services specific needs will be addressed through comprehensive and specialized assessment of skill levels and service needs; intake; development of an individual employment plan; case management for individuals seeking training services; short-term prevocational services such as the development of learning skills,

communication skills, interviewing skills, punctuality, personal maintenance skills and professional conduct; and other services available through the One Stop delivery system. The specific needs of the job seeker will correlate with needs of businesses to allow use of job skills attained during training.

To ensure that these needs will be met with nondiscrimination and equal opportunity, the One-Stop Operator will meet the needs of specific target groups as follows:

Dislocated Workers - As required partners in the One-Stop system, the Department of Labor and Industrial Relations' Unemployment Insurance Division (UI) and Workforce Development Division (WDD), which administers Wagner-Peyser programs, will work in concert to identify dislocated workers and provide them with the services necessary to become re-employed.

Dislocated workers will be identified through WARN and the State's Plant Closing Notification law, rapid response activities, and the Worker Profiling and Re-employment Services program.

Services to be provided will include assessment; counseling; provision of information on employment statistics, training providers and support services; assistance in filing for unemployment compensation; job search and placement assistance; and referral to intensive services and training as appropriate.

See Section II(A)(6) and (7)(d) for further information.

Displaced Homemakers - Displaced homemakers will be identified primarily through referrals from other agencies such as the State Department of Human Services (the State's welfare agency) and community-based organizations concerned with women's and family issues.

Although One-Stop core services will be available to this target group, past experience has shown that displaced homemakers are generally in need of intensive services, training, and a wide variety of support services. Those services available under the WIA will be coordinated with programs for displaced homemakers available at the local community college through the Carl D. Perkins Vocational Education Program.

Migrant and Seasonal Farmworkers – See Section II (A)(9).

Women - In the past, Hawaii has not experienced difficulty in enrolling women in job training and placement programs. Women tend to seek out these programs on their own to a greater extent than men. Program staff will speak before women's groups and family issue organizations on a regular basis to provide up to date information on services available.

Previous experience with this target group has shown that they are usually in need of intensive services and occupational training as well as supportive services including childcare and transportation. The One-Stop Center will experiment with various approaches for serving this group including group counseling, job clubs, mentoring and flexible training and work schedules.

Minorities - In Hawaii, no racial or ethnic group constitutes more than 50% of the population. Therefore, the term "minority group" does not have the same connotation in Hawaii as in other states. However, Hawaii's training and job placement programs have always made an effort to target services to disenfranchised groups and continue to make it a common practice under the WIA.

Non-traditional Employment - DLIR is a member of the Non-traditional Employment Taskforce (NET), an organization of public and private employers, education and training agencies, and community based organizations that were formed to encourage the training and employment of persons, primarily women, in non-traditional occupations.

The local operator will receive direction from the State to use the information and insights gained from participation in NET to assist the One-Stop Center staff in encouraging both men and women to consider non-traditional employment. Information on non-traditional employment will be available in the One-Stop Center's resource room and will be provided as part of career counseling.

Individuals with Multiple Barriers to Employment - Special provisions will be made to serve individuals with unique needs such as older individuals, people with limited English-speaking ability and people with disabilities.

Staff at the One-Stop Center will include individuals who understand the needs of older individuals. Also, as required One-Stop partners, the Senior Community Services Employment Program (SCSEP) staff will be enlisted to help in providing services to this group, as currently served by Maui Economic Opportunity in this county.

Translation services will be available to assist those individuals with limited English-speaking ability. Training in English as a Second Language will also be made available.

The State DLIR and One-Stop Center staff will work closely with the State Department of Human Services, Vocational Rehabilitation and Services to the Blind Division to ensure that program access and services meet the needs of persons with disabilities.

All One-Stop Center and affiliated sites will meet Americans Disability Act (ADA) requirements for accessibility. Resource rooms will be equipped with at least one computer/terminal designed for use by disabled persons. Other accommodations for this target group will be made as necessary.

5. Describe and assess how your LWIB ensures continuous improvement of eligible providers of services through the One-Stop system in meeting the employment and training needs of local businesses and job seekers. [WIA §118(b)(2)(A)]

Through reports provided by the One-Stop Center at MCWIB meetings, monitoring efforts and/or review of performance reports, the MCWIB will continue to be informed of the operation and progress of the county's one-stop system. The MCWIB will also continue to build and foster relationships with businesses in various industries to have a pulse on job opportunities and any prevalent skills gaps that hinder

their ability to hire. The MCWIB will provide guidance to insure best practices are enforced to improve services and operations at all levels to benefit both the employers and the job seekers.

Services for Adults and Dislocated Workers

6. Describe and assess the type of adult and dislocated worker employment and training activities that are available in the local area, including a description of the Individual Training Account (ITA) system and procedures for ensuring that any exceptions to use of ITA's are justified under WIA § 134(d)(4)(G)(ii) and 20 CFR 663.430. [20 CFR § 661.350(a)(5)]

Adult and Dislocated Worker

The One-Stop system is the basic delivery system for adult and dislocated worker services. The services are organized into three levels: core, intensive and training. At a minimum, an individual must receive at least one core service, such as an initial assessment or job search and placement assistance, before receiving intensive services. The initial assessment determines the individual's skill levels, aptitudes and supportive services needs. The job search and placement assistance help the individual determine whether he or she is unable to obtain employment and thus requires more intensive services to obtain employment. Decisions regarding which level of services to provide will be made on a case-by-case basis, depending upon the needs of the participant.

Through this system, adults and dislocated workers can access a continuum of training services such as occupational skills training, On-The-Job training, work experience training, entrepreneurial training, job readiness training, adult education and literacy, and customized training.

As the WIA requires that other available funds be utilized first, an assessment of service providers for recipients of public assistance and low-income special populations and the funds available for these services will be made to determine if WIA funds are limited. If adequate funds are available, no priority system will be established.

As the WIA allocations were on a continuous decrease from year to year, there became an immediate need to set guidelines of clients to be serviced with these limited funds. Therefore, the MCWIB, by request of WorkSource Maui, adopted a policy to utilize WIA funds to service clients that are deemed "most in need". This would allow WorkSource Maui to place priority of individuals whose income is at or below the Lower Living Standards. In many cases these were individuals on government assistance seeking training and employment.

Individual Training Account (ITA)

The local Individual Training Account (ITA) system is in accordance with the unified State Workforce Investment Act plan. An ITA allocated to a WIA participant is \$1,500.00 for a 12-month period and no more than one ITA will be allowed per participant per program year. However, the counselor does have the ability, with approval from their supervisor, to override this limit based on training needs identified in the client's IEP (individual employment plan).

The local ITA system is the primary method of funding training services for eligible individuals. An ITA is an account established by the One-Stop operator on behalf of an eligible customer to finance programs of training services directly linked to employment opportunities.

There are exceptions to ITAs. Contracts for services may be used instead of ITAs only when one of the following three exceptions applies:

- On-the-Job (OJT) and customized training.
 - Insufficient number of local eligible providers for an ITA system.
- MCWIB determines that Community Based Organizations (CBO's) or other private organizations offer training service programs which have demonstrated effectiveness in serving special populations with multiple barriers to employment, i.e., low-income individuals who are included in one or more of the following categories:
 1. Individuals with substantial language or cultural barriers;
 2. Offenders;
 3. Homeless individuals;
 4. Welfare recipients;
 5. Persons with disabilities;
 6. Those requiring services for substance abuse;
 7. Individuals age 55 and older; and
 8. Migrant and seasonal farm workers.

ITA's are used to cover any training costs; including but not limited to:

- Tuition and fees for training courses required to prepare a customer for a job;
- Text books, supplies, uniforms and necessary training materials;
- Testing fees for certification; and
- Admission examinations.

If the customer qualifies for any type of financial aid awards (except Pell grants, which are to be awarded after other funds are used), the awards are first applied towards the training costs before ITAs are provided. The customer will not be required to take out student loans. There will be a maximum of \$1,500.00 toward an ITA per customer. ITAs will have a duration of twelve (12) months and no more than one ITA will be allowed per participant per program year. ITA's may be extended if the class is postponed or cancelled.

Procedure for paying the vendor - State and County procurement procedures will be used. The program operator will arrange for paying the training costs and deducting the costs from the customer's ITA balance.

Controlling and tracking ITA - ITAs will be controlled and tracked through a data base system. The interviewer will be responsible for ensuring a participant does not receive any services in excess of the maximum allowable ITA by maintaining copies of payment

records such as agreements, invoices, time sheets and other supporting documents in the participant record folder. The program operator will ensure all payments are input into the data base system. Requests for payment will be approved only upon satisfaction of the interviewer that the requests are reasonable and within limitation.

If the cost of the training is greater than the maximum amount set by the MCWIB, the customer may be required to pay the difference. Obligated funds will follow the customer if the customer moves to another county within the state, provided that the move is consistent with the customer's individual employment plan (IEP).

MCWIB will comply with applicable County, State, and Federal procurement laws.

Eligible/ineligible training providers - If a training provider becomes ineligible once a training program has started, the participant may finish the training if he has already begun training when the training provider was on the eligibility list. However, once the training provider has become ineligible, classes that have not begun will not be recognized by the program operator as classes eligible for training, even if the participant was scheduled to attend.

7. Describe how integrated services to both job seekers and businesses are provided. This includes:

- a. Partnering with Temporary Assistance for Needy Families (TANF), Adult Education and other social service programs to implement comprehensive career pathways. [TEGL No. 21-11, Item 7B, Bullet 1]

Public Assistance Recipients - DLIR has a close working relationship with the Department of Human Services (DHS) which administers the Temporary Assistance to Needy Families (TANF) program and other federal and State funded public assistance programs. DHS is also a One-Stop partner in the system and collaborative case management between DHS and One-Stop Center staff will be used in providing intensive and training services to welfare recipients.

The Work Opportunity Tax Credit will be made available to employers as a further inducement to hire welfare recipients.

- b. Improving the connection between WIA, Wagner-Peyser and Unemployment Insurance (UI) systems to enhance reemployment services for unemployed job seekers and shorten the duration of unemployment for UI claimants. [TEGL No. 21-11, Item 7B, Bullet 2]

Worker Re-Employment Services fall under the Wagner Peyser program, which was established for UI claimants to facilitate their re-entry into the workforce. Early intervention efforts with intensive job search assistance, specific labor market information and counseling will be provided for all individuals who voluntarily participate in the Worker Re-Employment Services.

Claimants will be individually oriented on this service, complete a Worker Re-Employment Service Individual Service Plan (ISP) and receive universal access to all

services provided through the One-Stop system. In accordance with each individual ISP, claimants will be case managed based on their individual needs and goals, immediate job referrals and job development, coordination and referral to partnering entities for supportive services, job search workshops and customized job finding services will be provided. It is at this time the individual will be assessed for training under WIA and applicable services under WIA are rendered. If needed or the participant may be referred to services provided by other one-stop partners.

- c. Using Registered Apprenticeship to meet training needs for some job seekers as well as employers in need of skilled workers. [TEGL No. 21-11, Item 7B, Bullet 3]

Registered Apprenticeship in construction has not been used as much as in the past. Due to the present economic situation, required apprenticeship hours takes almost twice as long to achieve. The limited job opportunities in Maui County have led to a shift in the interest of apprenticeship.

We have not utilized Registered Apprenticeship in any other industry for job seekers and employers for Maui County.

- d. Comprehensively serving dislocated workers (e.g. streamlining assessment and case management to ensure that needed job search and training services are provided) through the WIA Dislocated Worker Program, the Trade Adjustment Assistance (TAA) Program and Rapid Response, including layoff aversion strategies and coordination with statewide rapid response activities. [TEGL No. 21-11, Item 7B, Bullet 5; WIA § 118(b)(4) & (5); WIA § 121(b)(1)(B)(xii)]

Building on existing relationships with businesses and workforce partners will be the first priority for all One-Stop staff. Establishing new relationships with other businesses and newly identified stakeholders will follow. Staff will work with businesses to be able to assess specific needs, identify solutions to address the need and work with the business to foresee and avoid a dislocation event.

In re-establishing contacts with workforce (agency) and business partners, staff will be able to obtain specific information on industry and or economic trends, present and future labor market information, new business developments and impending layoffs. Staff will have time to assess what services are appropriate to meet the need of a specific business or industry, collaborate with workforce partners to determine plan of action and implement services.

Staff will continue to build productive relationships with more businesses. Through this interaction, HR personnel and or managers will be educated and reminded of their responsibilities to issue notifications of layoffs and closures as required. Staff will act as an advisor or consultant when addressing workforce needs. With appropriate staff capacity building along with the understanding of RR services being used in a proactive manner to avert layoffs, staff can implement a variety of strategies and tools to promote the effectiveness of Rapid Response.

In addition, it has been common practice for case managers to determine which program is the best fit and most beneficial for a participant. As funding dwindles for the program a participant is enrolled in, there may be a need to dual enroll into another

program to maximize funds. This may include, but not limited to, dual enrollment into other one-stop partner programs.

Rapid Response

The coordination of the local activities with state rapid response activities will be handled through the DLIR's Dislocated Worker Unit (DWU). WARN Act notices sent to the Director of DLIR are simultaneously forwarded to the DLIR Workforce Development Division (WDD), the Unemployment Insurance Division, and the Research and Statistics Office. As required by law, companies also transmit a notice to the Mayor of the county in which a closing will occur.

Upon receipt of such a notice, WDD forwards copies of the notice to the Local Workforce Investment Boards for appropriate action and coordination with Rapid Response activities. Rapid Response functions are carried out primarily by the staff of the local WDD offices and One-Stop partners. Soon after a WARN notice is received, the employer is contacted and a Rapid Response Team is formed if necessary. When appropriate, a Labor-Management Committee (LMC) comprised of the employer, the employees' local union representative and the appropriate One-Stop partner staff person(s), is formed to assist the State DWU in determining services required and early intervention strategies. Based on this assessment, One-Stop partners will form one or more rapid response teams if necessary to provide appropriate services. Wherever possible, services will be provided at the employer's job site.

Pre-layoff assistance will be provided as appropriate. These services may include classroom training at the work site if facilities are available, and the employer and union or employee representative agree with the activity. Training topics may include stress management, resume writing and job search skills. Other services provided can include but are not limited to initial intake and assessment, vocational counseling, dissemination of labor market and self-service information, assistance in filing for unemployment compensation, job search and placement services, and referral to intensive services and training as appropriate. When, in the initial assessment, workers with multiple barriers to employment are identified, partner agency staff conducts further assessment of the need for intensive or training services and possible referral to supportive services.

- e. Coordinating formula with discretionary grantees to ensure that effective practices are shared across programs and case management of participants is coordinated.
[TEGL No. 21-11, Item 7B, Bullet 6]

Coordination between programs/funding streams is essential to prevent the duplication of services and ensures collaboration toward the goal of each one-stop customer, jobseeker or employer. Core services are provided to the individual to determine what the client qualifies for. As mentioned earlier, the lead case manager will coordinate with other qualifying programs to provide specific services towards the benefit of the customer. This coordination was evident during the term of the SESP grant. The assessment of the individual's needs provided insight on whether it was

more effective for the client to be enrolled under the SESP program versus the Adult or Dislocated Worker programs.

Furthermore, the Statewide Director of the UHMC Rural Development Project (DP) regularly attends MCWIB meetings to provide the board with updates and status of projects being delivered with USDOL discretionary funds. In addition, his presence at board meetings hopes to eliminate service duplication, leverage resources, foster outreach to potential training participants and promote development of partnerships focused on meeting workforce needs for industry.

8. Describe partnerships that the LWIB and One-Stops have developed to improve services to customers in the Local Area. In particular, include the local community college(s).

Collaboration with community partners to streamline service delivery and to ensure proper and adequate training of program participants will continue to be a priority amongst the local agencies. The One-Stop partnerships aid in this collaboration whereby allowing co-enrollment of clients to help ensure maximum benefit of training and educational opportunities. Services for clients have been shared between WIA services providers and Alu Like, Inc., Hawaii Job Corps, and MEO. This has allowed the agencies and the participants the opportunity to obtain the appropriate training along with assistance to secure employment.

The long standing Partnership between WorkSource Maui and MEO was established to provide services to our Migrant Seasonal Farm workers. This continues to be a very challenging group to locate and service due to the language barrier and cultural issues. We share in many other customer groups and therefore remain partners to better serve our community.

Hawaii Job Corps and WorkSource Maui have partnered to provide transitional services to upcoming and recent graduates. One-stop staff participates in mock interviews and provide up to date labor market information to prepare students for the working world.

The UHMC is the primary training provider for the County, providing a wide spectrum of classes and training for WIA participants. In addition, due to the grants and other sources of funding they receive, they are also an alternative to the funding streams that go through the One-Stop. The MCWIB continued to foster the relationship with the college to help build curriculum for new and/or high demand industries. They will continue to be a key partner in developing promoting and presenting other means of training such as workshops and seminars.

Furthermore, the One-Stop staff continues to build upon the relationship with local businesses and employers. The One-Stop staff, along with its partnering agencies, have programs in place to ensure that outreach to the local businesses are conducted on an on-going basis. Site visits are conducted not only to increase the visibility of the One-Stop and its services, but also to provide the staff with an opportunity to obtain information about the employment/training needs of the local employers. This information, if deemed to be feasible, is utilized to initiate new programs offered by either the One-Stop or its partners.

9. Describe and assess how you provide Wagner-Peyser Act services to the agricultural community. Specifically, how do you provide outreach, assessment and other services to migrant and seasonal farm workers, and services to employers? How do you provide appropriate services to this population in the One-Stop system? [20 CFR § 662.200 (b)(1)(vi)]

Services to Migrant and Seasonal Farmworkers (MSFW) such as counseling, testing, and referral to jobs and training opportunities are provided on a basis that is qualitatively and quantitatively proportionate to services afforded non-MSFW individuals.

WDD and MEO are partners in each county and coordinate services to the MSFW population. MEO currently is the approved statewide operator of the WIA Section 167, Migrant and Seasonal Farm Worker Program.

The State MSFW Monitor Advocate prepared this annual summary of services to MSFWs based on statistical data and his/her reviews and activities as set forth in these regulations for the State Administrator.

Proposed outreach activities:

The plan for outreach activities to the agricultural community is consistent with that of the overall strategic plan articulated in the State Plan for Title IB of the WIA and the Wagner-Peyser Act. A high priority is to actively seek and contact MSFWs who are not reached through the One-Stop centers. Once contacted, WDD staff will provide information on the services available to MSFWs through WDD and other partner agencies. The service delivery strategy in providing outreach and other services for agricultural employers, as well as equitable services for migrant and seasonal farm worker, is as follows:

- Marketing of the One-Stop system to provide information to agricultural employer groups, such as the Hawaii Farm Bureau Federation, the State of Hawaii Department of Agriculture, and other appropriate groups or organizations. Employers, as well as workers, are encouraged to avail themselves of all services offered by the One-Stop Job Centers.
- Close coordination between programs to provide agricultural employers and workers access to upgrade training through such programs as the State's Employment and Training Fund, which focuses on the incumbent worker.
- Staff from One-Stop partner agencies will provide information about the migrant and seasonal farm worker programs provided through Wagner-Peyser (as well as through the WIA §167 service provider) and are trained to identify individuals who fall into this group. Referral procedures are in place to ensure that equity of services is provided in a manner designed to best meet the needs of these individuals.

The State and Local Office Monitor Advocates work to ensure that migrant and seasonal farm workers are provided equitable services. Slight increases in services provided to MSFWs in each local office will greatly improve the statewide service levels. The State will work with staff to improve the service levels in each of the

following equity indicators.

The tools which will be used to conduct outreach contacts, including personal contact, printed matter, videotapes, slides, and/or cassette recordings

WDD will utilize printed brochures and personal contact meetings in its efforts to provide outreach to MSFWs. These are similar to tools that will be used by WDD in its overall outreach strategy efforts in the coming year.

Services provided to agricultural employers and MSFWs through the One-Stop delivery system

WDD provides its services to agricultural employers through job order requests, job matching and referral, and outreach contacts to inform them about its services and programs, e.g., use of the H-2A Certification for Temporary and Seasonal Agriculture Work program and the HireNet Hawaii Virtual One-Stop System. Agricultural labor information shall be disseminated on a timely basis.

While conducting monthly employer contacts, LOMAs will be able to assess which agricultural employers regularly hire MSFWs. Also, job orders archived in the HireNet Hawaii database provide staff historical data on which employers hire MSFWs.

A valued means of connecting workers and employers is through the Department's Virtual One-Stop system, HireNet Hawaii. The internet-based electronic job bank encourages employers and jobseekers alike to conduct user friendly, self-directed searches to identify and contact each other. The system helps agricultural employers to specifically target their search for unemployed farm laborers while the unemployed farm laborer can target agricultural employers for available jobs. The system is accessible 24 hours, every day, wherever internet access is available. There is no charge to access the system.

Job order screening and the matching and referral process is the another method of connecting agricultural employers with farm laborers. Job orders received by WDD staff initiate this screening and matching process. Also, all job orders are immediately made available to all One-Stop partners statewide. Qualified workers found through job matching or job order screening process are referred to the employer for evaluation. WDD and MEO are partners in Hawaii's One-Stop system. MEO's staff is fluent in Spanish and Ilocano, which are the first languages of many seasonal farmworkers. WDD provides translation services for persons with Limited English Proficiencies at no cost. A list of bilingual staff is available for these individuals requiring assistance. If staff is not available to assist, WDD has access to "Language Line", which accommodates MSFWs and other jobseekers who may need interpreter assistance.

WDD will continue to utilize workshops, handouts, and outreach activities to promote its services and the HireNet Hawaii Virtual One-Stop system. Agricultural employers (includes small family operated farms and farms owned by corporations) are represented on Local Workforce Investment Boards and provide a valuable link to the agricultural community.

Integral to the local office outreach strategy to agricultural employers is to ensure employers are made aware of the H-2A visa worker program as another option in recruiting farm laborers. LOMAs and the State Monitor Advocate are prepared to conduct H-2A presentations to employers. Supplemental information materials are available to provide as needed.

Numerical goals:

Number of MSFWs to be contacted by Labor Exchange staff and other agencies during PY 2012

WDD staff will make an estimated 100 total MSFW outreach contacts during PY 2012.

Local Office	Number of Contacts
Hilo	45
Honolulu	10
Kona	10
Lihue	5
Molokai	10
Wailuku	10
Waipahu	10
TOTAL	100

Number of MSFWs to be contacted by other agencies

The WIA section 167 grantee (MEO) estimates 60 new MSFW clients will be assisted in the next year.

Equity Indicators

- Ratio of non-MSFWs to MSFWs referred to jobs,
- Ratio of non-MSFWs to MSFWs receiving staff assisted services,
- Ratio of non-MSFWs to MSFWs referred to supportive services,
- Ratio of non-MSFWs to MSFWs provided with career guidance, and
- Ratio of non-MSFWs to MSFWs for whom a job development contact was made.

Number of staff days to be utilized for outreach during the fiscal year

WDD staff will conduct outreach activities utilizing an estimated 20-staff days or to the extent that office staffing levels permit.

Local Office	Days Utilized for Outreach
Hilo	5 days
Honolulu	1.5 days
Kona	3 days
Lihue	3 days
Molokai	3 days
Wailuku	3 days
Waipahu	1.5 days
TOTAL	20 DAYS

Level of W-P funding to be used for outreach during the fiscal year

The amount of Wagner-Peyser funding to be used for outreach is approximately \$15,000.

Data analysis

Sugar prices rose to its highest levels since 1980, macadamia nut harvests increased 13 percent, coffee production increased by 7 percent, and Hawaii's top producing crop, and sweet potato production increased volume by 52 percent in 2010. Despite drought conditions, state irrigation reservoirs remained at adequately full levels, therefore ensuring continued crop development.

Hawaii's improving economy should help the agricultural sector to expand and also provide more job opportunities for MFSWs. As a result of these positive trends, the number of agriculture openings and MFSWs could increase slightly should crop production and prices continue their upward growth.

Resources:

- **Statistics of Hawaii Agriculture 2010**,
http://www.nass.usda.gov/Data_and_Statistics/index.asp
 - **Maui Economic Opportunity (MEO)**,
<http://meoinc.charityfinders.org>
 - **U.S. Department of Agriculture, Economic Research Service**,
www.ers.usda.gov/StateFacts/HL.htm
 - **U.S. Department of Agriculture, National Agricultural Statistics Service**,
http://www.nass.usda.gov/Statistics_by_State/Hawaii/Publications/Miscellaneous/hiag.pdf
 - **HireNet Hawaii Management Information System**,
Migrant Indicators of Compliance Statewide Report, April 1, 2011 – March 31, 2012
10. Describe and assess your local area's delivery of services to people with disabilities. What partnerships and collaborations exist to provide services to this population? What training services and employment opportunities are available to this population in your local area? [WIA §§ 112(b)(17)(A)(iv) & 408]

The State DLIR and One-Stop Center staff will work closely with the State Department of Human Services, Division of Vocational Rehabilitation to ensure that program access and services meet the needs of persons with disabilities.

All One-Stop Center and affiliated sites will meet Americans Disability Act (ADA) requirements for accessibility. Resource rooms are equipped with at least one computer/terminal designed for use by disabled individuals. Other accommodations for this target group will be made as necessary.

A One-Stop Center staff assigned to implement the Disability Program Navigator grant in Maui County serves as a resource person to help identify successful approaches for training and job placement of individuals with disabilities along with the training of One-Stop staff members on these approaches. The increased awareness by staff members will contribute to more appropriate job placements and ultimately retention by employers.

11. If your local area received funds to operate a reentry program to provide parolees support in seeking, securing and maintaining employment as they transition from prison to their home communities, describe and assess your service delivery and partnerships in serving this population group. Describe what changes in your local area may be necessary to improve the level of service. [WIA §§ 134(d)(4)(G)(iv)(II) & 188(a)(5)]

The MEO BEST program is the only program in Hawaii providing a comprehensive range of transitional reentry services, including case management, employment training, housing assistance, cognitive skills building, cultural renewal training, family strengthening, family reunification, and mentoring services.

The BEST program was adapted in accordance with review panel recommendations from a 2011 application to the Bureau of Justice Assistance's (BJA) Second Chance Act Adult Mentoring Program. The fundamental components, however, remain intact, including adherence to best practices for offender reentry mentoring programs. This includes:

- Engagement in mentoring both pre- and post-release
- Coordination with other transitional services both pre- and post-release (including housing, education, substance abuse and mental health treatment, family reunification, job training and readiness, and cognitive skills development)
- Careful and thorough recruitment, training and retention of mentors
- Strong partnerships with correctional facilities
- Ongoing data collection and program evaluation to foster continuous improvement.

Priority of Service to Low-Income Individuals in the WIA Adult Program

12. Describe the criteria used under 20 CFR § 663.600 to determine whether funds are limited for adult employment and training activities and the process by which any priority will be applied by the One-Stop operator. [20 CFR § 661.350(a)(11)]

The State has determined that unless the funds allocated to a local area for WIA Adult employment and training activities are sufficient to provide adequate services to at least 25% of that area's adult poverty population, the funds will be considered limited. Currently, the funds are considered limited in all the local areas, therefore, priority of service will be given to recipients of public assistance and those meeting the definition of low-income.

They are identified when accessing One-Stop core services as well as through referrals from agencies serving this target population. Public assistance recipients are identified through coordination with the Department of Human Services (DHS), which administers the Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP) and other federal and state-funded assistance programs. The Work Opportunity Tax Credit is also available to employers as an inducement to hire this target group.

In addition to training, supportive services such as work clothes, transportation assistance, housing and child care may be provided. Where possible, non-WIA funding is sought to provide other services.

13. Describe how priority of service to low-income individuals is carried out while still allowing universal access to Core Services. Include this policy as Appendix 5. How do you ensure that all staff are aware of and using this policy in daily operations?

Every one-stop customer is provided core services as the first step of the service structure. At this point, it is determined if the customer will proceed to the next

level. If eligible, further criteria will be considered and the customer proceeds to the next level of service if the criteria are met.

Staff/counselors communicate with one another to obtain second or third opinions on specific decisions. The program supervisor/manager will ultimately determine the final outcome.

14. Describe the method(s) that is used to identify an individual as a priority customer:
 - a. The parameters used to qualify someone as low-income.
 - b. List of acceptable types of documentation to collect and maintain when an individual self-identifies as a public assistance recipient or other low-income individual.

As stated previously, low-income individuals receive priority of service and eligibility is determined while providing core services. Low-income levels are determined using the State of Hawaii Lower Living Standard Income Levels as determined each year. One-stop staff collects various forms of documentation as evidence of the customer's income status such as pay stubs, tax returns, or other statements or documents which reflect some sort of income (received in the past six months). If an individual receives any form of public assistance, documentation is requested from the respective agency to reflect participation in the assistance program.

Priority of Service to Veterans and Eligible Spouses

15. Local Areas must incorporate priority of service for veterans and eligible spouses in accordance with the provisions of Training and Employment Notice 15-10 (11/10/10). Describe what processes your Local Area is using to achieve these goals. **[WIA §112(b)(17)(B) & §121(b)(1)(B)(1)]**

The One-Stop Center will ensure priority of service is given to veterans when providing labor exchange and counseling services. Veterans will be screened at the service delivery point to determine the level of services needed. Those requiring intensive services, or specifically request them, will be assisted by dedicated Local Veterans Employment Representatives or by Disabled Veterans Outreach staff as appropriate.

In addition to labor exchange services and services available through the WIA Adult and Dislocated Worker Programs, training and job placement services will be provided through grants from USDOL/VETS when available. Veterans programs' staff will also continue to participate in the Transition Assistance program to help separating veterans re-enter civilian life and employment.

Refer to Appendix 6 for more details.

16. Describe or attach the policies that ensure veterans and eligible spouses are identified at the point of entry, allowing them to take full advantage of priority of service. This includes both in-person and virtual access service delivery points.

The One-Stop Center procedures require that every new and renewing registrant is personally asked if they are a veteran or a spouse of a veteran. Appropriate services are then provided accordingly. If the veteran registration is completed by a non-vet staff, it is brought to the attention of the veteran's representative for follow-up contact and additional services.

The Local Veteran Employment Representative (LVER) is responsible for screening all new veteran registrants in the HireNet Hawaii system on a daily basis. Veteran customers that have registered through virtual access are contacted and screened for further services.

17. Describe the methods of communication and training that ensure all impacted staff members are aware of and using priority of service for veterans and eligible spouses in daily operations and the internal monitoring process that will be initiated to ensure that these requirements are successfully implemented.

In addition to receiving copies of Job Service Bulletin 14-12, Change 1 regarding implementation of priority of service to veterans and eligible spouses (see Appendix 6), reminders and updates pertaining to these services are discussed in weekly staff meetings. This ensures that all staff are constantly reminded or updated with the latest or upcoming information so that veterans are afforded quality services.

Youth Strategies

18. Describe connections to human service agencies to support summer employment and educational work experiences throughout the year and, if applicable, development of pre-apprenticeship programs leading to placement with Registered Apprenticeship. **[TEGL No. 21-11, Item 7B, Bullet 4]**

In recent years, the county received ARRA money for which a partnership was developed with MEO to support summer training opportunities. In addition, students of the youth program are currently placed into various UHMC departments and/or programs (i.e. Upward Bound, Na Pua No E Au, and the Media Department), as well as Maui County jobs and private entities (i.e. Maui Oil Change & Tune Up, Good Year, Roselani Place, Kihei-Wailea Medical Center, Auntie Jan's House of Blessings and Arc of Maui, both located on Moloka'i), relating to their specific field of interest.

In addition, it is the county's intention, within the first year of this plan, to assist in fostering a possible relationship between the Department of Human Services and the youth provider regarding subsidized youth employment programs. The WDD One-Stop Center may be involved in this partnership due to the services offered for the TANF and First to Work programs, in which youth participants may be eligible.

At the moment, no pre-apprenticeship programs have been developed.

19. Describe how the Local Area is coordinating the expenditure of WIA formula funds with other available youth funding in order to integrate the services to this group. Does the Local Area work with Job Corps and Youth Build? If yes, please describe the relationship and the process of coordination. If not, please describe why not and if there are plans to begin and expand the relationship. **[TEGL No. 21-11, Item 7B, Bullet 4]**

There are various agencies in the county that serve youth and have representatives with a seat on the MCWIB as a One-Stop partner (i.e. MEO, Alu Like, Hawaii Job Corps). Other than in this capacity, there is currently no collaboration and/or partnerships established.

The MCWIB Youth Council has not met since 2006 and after a lengthy hiatus, it has been reorganized with several new members from various agencies and organizations and have recently begun meetings to become reacquainted with their responsibilities of guiding the county's WIA youth service provider. Those members on the MCWIB that serve youth also hold a seat on the Youth Council which will allow seamless partnerships to develop between their agencies or organizations and the youth service provider.

However, the youth service provider's partners include programs and departments within the UHMC system. These programs include Admissions & Records, CareerLink, Title III-Ulu'a'e, and Pai Ka Mana Student Support Services. Being that these programs are located on the UHMC campus, the college serves as a "One-Stop" center for youth participants..

20. Describe the Local Area's policy to co-enroll into the Older Youth and Adult Programs. If this effort has not been successful, please indicate any barriers to increase this practice. What actions would reduce these barriers?

There is no policy on co-enrollment at this time; however, there is a collaborative partnership with the youth service provider and the WIA Adult program service provider. The youth service provider is primarily be responsible for overall case management, monitoring of the participant's Individual Service Strategy, comprehensive guidance and counseling, and work readiness preparation services. The Adult Program services provider provides other job seeking skills training through its One-Stop Center. Training support would also provide training support through its ITA program. Job placement will also be another primary responsibility. The twelve month post-exit follow up is shared between both agencies to ensure the success and retention of the youth participant in employment or other positive program outcomes.

There have been discussions regarding co-enrollment to leverage funds across programs. This may become more feasible with the possible presence of youth service at the one-stop.

21. Describe how youth data is managed in your Local Area. Explain how often the data is reviewed and who reviews it.

The WIA youth service provider has the responsibility of managing youth data for the county. Performance measures are reviewed each quarter as they are available. Furthermore, to assure quality of the data, the provider also collects and reviews extensive data throughout the school semester to reveal information on a real time basis. In addition, the data is reviewed periodically, at least quarterly, by the county.

22. Describe the process by which you evaluate the Local Area's youth providers. Explain the process regarding providers you have found to be unsatisfactory (if any). Please use specific examples. Conversely, describe and assess the types of locally available youth activities including how successful providers of such activities are identified. [WIA §118(b)(6)]

Monitoring and site visits will be conducted at least twice during the program year; once by WIA staff and once by the youth council. Visits by WIA staff will be more comprehensive in the review of program files, procedures and outcomes. Visits by youth council members will be less structured and may include, but not limited to discussion of performance, program design, and issues/obstacles.

Youth Council meetings are held at least quarterly. Members will review and evaluate most recent quarterly performance reports. At this time, if there are any determinations of unsatisfactory performance, there will be discussions to formulate strategies and/or practices that will help address and remedy the issue. If these issues are not resolved, or at the very least addressed, by deadlines assigned by the council, consequences may include, but not limited to termination of the youth provider contract and a new RFP will be issued.

In addition, WIA staff and the youth service provider will meet quarterly, as quarterly performance reports are issued, to engage in preliminary discussions regarding results of that report.

B. Performance Levels

1. Reference **Appendix 1** and discuss strategies to meet performance goals.

Data will continue to be received from the State on a quarterly basis. County staff will review the data and discuss with the respective service provider any concerns, issues and corrective action as needed. The MCWIB will also have an opportunity to commend/question the respective service provider and the reflected outcomes at board meetings. Any discussion, whether at the Board level or staff level, will lend opportunity for the possibility of establishment of new operational policies by the MCWIB if necessary to continue to improve on performance. Continued dialog and evaluation amongst all parties involved aid in continuous improvement and communication with regards to performance outcomes.

Further details regarding action to address youth performance goals are explained under Section II(A)(22).

C. Procurement

1. Identify the fiscal agent, or entity responsible for disbursement of grant funds described in section 117(d)(3)(B)(i)(III) as determined by the Mayor under section 117(d)(3)(B)(i). [WIA § 118 (b)(8); 20 CFR § 661.350 (a)(9)]

The County of Maui's Office of Economic Development (OED), a division of the Office of the Mayor, has been designated as the grant recipient for WIA funds. OED continues to administer the WIA grant for the County and is responsible for

implementation, monitoring and oversight of the mandated WIA programs with guidance from the MCWIB.

2. Describe the process used to award grants and contracts in your Local Area, including how vendors are made aware of opportunities to compete for funding opportunities including the process used to procure training services made as exceptions to the Individual Training Account process. How is the process documented? [WIA § 118 (b)(9); 20 CFR § 661.350(a)(10)]

The county's One-Stop Center, Workforce Development Division (WDD) WorkSource Maui has been designated as the recipient of WIA Adult and Dislocated Worker funds. Other grants, such as the WIA Youth grant are awarded on a competitive basis. In accordance with county procurement procedures, a Request For Proposals (RFP) is published in a paper of general circulation. The RFP period will be no less than 30 days. The proposals will be reviewed by county staff for completeness, after which, will be reviewed and scored by a subcommittee of Youth Council members. The Youth Council will then take action based on recommendation from the review subcommittee. After which, the MCWIB will ratify based on the Youth Council's recommendation.

Regarding OJT opportunities, one-stop staff contacts employers or employers may contact the one-stop. Employers are tracked based on their need and what they are able to offer. At point of contact, employers are told about OJT and its process. Employers are selected based on who best fits and benefits the client's needs.

3. Has the Local Area entered into contracts with institutions of higher education or other eligible training providers to facilitate training of individuals for high-demand occupations? If not, how is such training arranged?

The UHMC is included on the ETP list as an approved vendor for the county. It is the primary training provider for the county, providing a wide spectrum of classes and training for WIA participants. The MCWIB continued to foster the relationship with the college to help build curriculum for new and/or high demand industries. In addition, if needed courses are not included on the approved course list, discussions between the MCWIB, WDD and UHMC occur in hopes of possibly building a new course. They will continue to be a key partner in developing promoting and presenting other means of training such as workshops and seminars.

In addition, as there is continued emphasis in "green jobs" and sustainability in the state, Solar Training Institute will also continue to provide training for this industry. The County will also establish a partnership with Green Building LLC as another training provider in the green industry.

D. LWIB Membership

Complete Appendix 2 and insert into your plan. Answer the next three questions based on the table.

1. Describe the nomination process for appointing members to the LWIB. Are there any members missing from WIA-designated categories? X Yes No

To fill any vacancies, nominations for potential board members are solicited from local entities including but not limited to, the Maui Chamber of Commerce, the Maui Hotel and Lodging Association, the University of Hawaii Maui College, local trade union organizations. In accordance to P.L. 105-220 Sec. 117(c)(1)(A), the names of the nominees are submitted to the chief elected official, in this case, the mayor. The mayor then approves the nominees to officially appoint them as board members.

2. If yes, what are the categories and when are the new members anticipated to be nominated to the LWIB?

See (D)(3) below.

3. If no, do you certify that the LWIB is in compliance regarding membership? Yes X No

A letter dated February 23, 2012 from James Hardway, former Executive Director of the Workforce Development Council, constituted “a written determination under WIA that the MCWIB is compliant as all required categories (private sector, government, economic development agencies, one-stop centers, educational institutions, labor organizations and community-based organizations) are satisfactorily represented on the Local Board.” However; it has been determined that the composition of the MCWIB is not in compliance in accordance to P.L. 105-220 Sec. 117(b)(2)(A)(vi) and 117(b)(4). The county is in process of addressing the issue.

4. Discuss any applicable changes to the local board structure (do not include changes to specific individuals on the board). Attach a copy of your local bylaws that reflect these changes. [20 CFR § 661.355]

There has been no change to the local board structure.

E. Memorandums of Understanding (MOU), Resource Sharing Agreements and Contracts

The WIA requires execution of a Memorandum of Understanding (MOU) between the LWIB and each One-Stop partner concerning the operation of the One-Stop delivery system. The MOUs may be developed as a single umbrella document, or as singular agreements between the partners and the LWIB [20 CFR § 662.310(a)]. The MOUs should present in specific terms, member contributions and the mutual methodologies used in overseeing the operations of the One-Stop system. Copies of all MOU must be included with the plan modification. [WIA § 118(b)(2)(B); 20 CFR § 661.350(a)(3)(ii)]. The MOU must describe [WIA § 121(c)(1) &(2)]:

- a. What services will be provided through the One-Stop system.

- b. How the costs of services and operating costs will be funded, including cost-sharing strategies. This is done in Resource Sharing Agreements.
 - c. What methods will be used for referral of individuals between the One-Stop operator and the partners.
 - d. How long the MOU will be in effect.
 - e. What procedures have been developed for amending the MOU.
 - f. Other provisions, consistent with WIA, that parties to the agreement decide are appropriate.
1. Are all components of each Memorandum of Understanding, Resource Sharing Agreement and/or Contract for the Local Area up to date? If not, please itemize and indicate when each will be updated.

At the time of completion for this Draft Local Area Plan for Maui County, the current MOUs have expired. The County at this time is in process of executing MOUs between the MCWIB and all One-Stop partners operating in the One-Stop delivery system. The County anticipates all MOUs to be fully executed by the end of the current program year. For the purposes of this document, the last MOU executed has been included as Appendix 7.

2. Describe your Resource Sharing Agreements, including the agencies with which you have agreements. Are there resource sharing agreements with all partners who provide services to clients? Explain how the resource agreements contribute financially to the operation of the One-Stop Center and its activities.

The Resource Sharing is currently part of the MOUs and which are attached as Appendix 7. Consequently, each of the partners, being a part of the MOUs are also a part of the Resource Sharing Agreement.

The cost savings to the operation of the One-Stop are exchanged by way of in-kind services and/or contributions (i.e. helping with basic customer assistance, contribution of paper or other supplies).

F. Use of Public Comments in Local Plan Development

1. Describe the process used to ensure public comment on and input into the development of the Local Plan. Include a description of specific steps taken to include input from members of businesses and labor organizations. Describe how comments were considered in the plan development process. Include evidence of the duration of the period for public comments. [WIA §118(b)(7)]

A public notice to announce the 30-day comment period for the Draft Local Area Plan was published in The Maui News on April 2, 2013. A copy of the public noticed is attached as Attachment 1.

Copies of the draft plan were made available at the County of Maui's Office of Economic Development and the Workforce Development Division/WorkSource Maui branch offices located on Maui and Moloka'i. In addition, the draft plan was also

available for viewing on the county's website. Furthermore, a copy of the draft plan was e-mailed to MCWIB members on April 2, 2013 to acquire more input due to the diversity of backgrounds composed on the board including agriculture, travel & hospitality, construction, green industry, adult education, post-secondary education, economic development agencies, nonprofit human services agencies and other state agencies relating to workforce development.

Public comments that are received will be forwarded to the MCWIB for consideration. A response will be given to persons submitting comments based on the review of the MCWIB. The Plan may be modified based on the recommendation of the MCWIB if deemed appropriate.

2. Summarize and include as an attachment public comments on the draft Local Plan, particularly those that express disagreement with the plan. Please include information on LWIB response to the comments. [WIA §118(c)]

No public comments were received.

G. Required Appendices (Please check off each appendix)

☒ Appendix 1: Negotiated Levels of Performance – negotiated State goals for Program Year 2012 were adopted by all local areas at a meeting on February 14, 2013.

☒ Appendix 2: Composition of Local Workforce Investment Board (LWIB)

☒ Appendix 3: Current LWIB Youth Council roster

☒ Appendix 4: Your current One-Stop consortium agreement

☒ Appendix 5: Policy regarding Priority of Service for Low-Income Individuals in the WIA Adult Program

☒ Appendix 6: Policy regarding Priority of Service for Veterans and Eligible Spouses

☒ Appendix 7: List and attach all Memoranda of Understanding or other contracts with partners and/or vendors. [WIA Section 118(b)(2)(B)]

☒ Alu Like, Inc.

☒ Maui Community School for Adults

☒ Department of Human Services, Vocational Rehabilitation

☒ Hawaii Job Corps

☒ University of Hawaii Maui College

- X State of Hawaii, Unemployment Insurance Division
- X Maui Economic Opportunity
- X Workforce Development Division
- X Appendix 8: List and attach Resource Sharing Agreements with partners at One-Stop Centers
- See above, Appendix 7
- N/A Attach any public comments regarding the draft Local Plans, including those that express disagreement with this Local Plan and information regarding the LWIB's actions towards addressing them. ((Note: Attachment 1 – Copy of the Public Notice for 30-day Comment Period)